

Scenario 1 - Call Ahead Role Play – Trainer Evaluation Score Sheet

Trainee Name: _____

Trainer Name: _____

Date: _____

Scenario: Call Ahead for a Garage Cleanout – Customer: Sarah Thompson, Address: 124 Maplewood Lane

Scheduled Time: 2:00–4:00 PM window


Job Type: Garage cleanout

Notes: Has a dog, wants to donate a few items

☒ Evaluation Checklist

Mark each section based on performance:

Evaluation Point	Hit (✓)	Needs Improvement (✗)	Comments
1. Friendly greeting & introduction			
2. Clearly stated estimated time of arrival (ETA)			
3. Confirmed the correct address			
4. Asked about parking/access			
5. Acknowledged special notes (pet/donations, etc.)			
6. Set expectations for the estimate & job process			
7. Friendly and professional tone throughout			
8. Used customer's name naturally			
9. Confident and clear delivery			
10. Proper closing and sign-off			

 **Overall Score (out of 10):** _____

 **Actionable Feedback for Trainee:**

Provide specific feedback and tips to improve.

Trainer Signature: _____

Trainee Signature: _____