

Scenario 5 - Assumptive Close Role Play – Trainer Evaluation Score Sheet

Trainee Name: _____


Trainer Name: _____

Date: _____

Scenario: The customer has been shown the estimate and appears interested, but hasn't verbally committed. The trainee must confidently use the **assumptive close** technique to move the job forward, tying in value and taking the lead in the decision process.

Evaluation Checklist

Evaluation Point	Hit (✓)	Needs Improvement (✗)	Comments
1. Confirmed the estimate clearly and confidently			
2. Re-established the value (labor, loading, responsible disposal, cleanup)			
3. Referenced the customer's WHY (Time, Space, or Effort)			
4. Used confident, assumptive language (e.g., "We'll go ahead and...")			
5. Avoided hesitation or uncertain phrases ("maybe," "I think," "should be")			
6. Took the lead and guided the customer through the next step			
7. Maintained friendly and professional tone			
8. Handled minor objections or hesitation effectively			
9. Gave a clear signal that the team was ready to begin			
10. Closed the job without putting the decision fully on the customer			

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

 **Actionable Feedback for Trainee:**

Provide specific coaching tips and improvement areas.

Trainer Signature: _____

Trainee Signature: _____