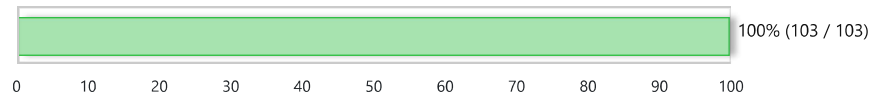


Current Score



Score Details

OVERALL



PAA - Phone Inquiry to set Appt

Date of Visit	05/01/2025
Location Name	to check score
Sales Representative	to check score
Shopper Name	to check score
Overall Score	100% (103 / 103)

TELEPHONE CONVERSATION

100% (103 / 103)

How easy was it to locate a phone number to call the property and inquiry about a tour?

5/5

- ☒ Excellent
- ☐ Above Average
- ☐ Good
- ☐ Below Average
- ☐ Poor

How many rings was your call answered?

6/6

- ☒ 1-2 rings
- ☐ 3-4 rings
- ☐ 5-6 rings
- ☐ 7+ or no answer the first time you called

Did the Consultant (Check all that apply under score column)

8/8

- ☒ Introduce the property
- ☒ Introduce themselves with a name
- ☐ No answer and no voicemail

If a voicemail was left with the community, was a follow-up call or email returned within 48 hours?

5/5

- ☒ Yes
- ☐ No
- ☐ NA

Did the Consultant (check all that apply under the score column)

8/8

- ☒ Have a personalized salutation
- ☒ Identify the community
- ☒ State their name
- ☒ Ask for your phone number
- ☒ Ask for your email address
- ☒ Speak clearly with a professional tone
- ☒ Ask if you were interested in touring the community
- ☒ Explain location/offer directions to the community
- ☐ None of the above

Did the Consultant (check all that apply under the score column)

6/6

- ☒ Ask what size apartment is needed
- ☒ Ask about move-in date
- ☒ Ask about occupants
- ☒ Ask about your price range/budget
- ☒ Ask how you heard about the community
- ☒ Determine reason for the move
- ☐ None of the above

Did the consultant explain the pet policy?

5/5

- ☒ Yes
- ☐ No

Did the consultant explain the application criteria and process?

5/5

- ☒ Yes
- ☐ No

Did the consultant explain the fees for applying? (deposit amount, app fee, etc)

5/5

- ☒ Yes
- ☐ No

Did the consultant describe the apartment and the features?

5/5

- ☒ Yes
- ☐ No

Did the consultant describe the community amenities?

5/5

- ☒ Yes
- ☐ No

Did the consultant describe the attractions of the nearest town? 5/5

- ☒ Yes
☐ No

Did the consultant ask if you had any special needs or wants in a new home? 5/5

- ☒ Yes
☐ No

Did the consultant quote the price of the apartment? 5/5

- ☒ Yes
☐ No

Did the consultant explain any additional fees different than the rent rate? (utilities, parking, etc) 5/5

- ☒ Yes
☐ No

Did the consultant explain the lease terms available or ask if you had a desired lease term? 5/5

- ☒ Yes
☐ No

Did the Consultant set an appointment? 10/10

- ☒ Yes
☐ No

Did the Consultant create a sense of urgency? (state they have low availability, state apartments go quickly, offer an incentive if they have one) 5/5

- ☒ Yes
☐ No

Did the Consultant suggest a Virtual Tour?

- ☒ Yes
☐ No

NOTES:

to check score