





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)

How easy was it to locate a phone number to call the property and inquiry about a tour? Excellent Above Average Above Average Bear Above Average Bear Above Average Bear Bea	TELEPHONE CONVERSATION	100% (103 / 103)
Above Average	How easy was it to locate a phone number to call the property and inquiry about a tour?	5/5
Solid Soli	• Excellent	
Bellow Average	○ Above Average	
Poor	○ Good	
How many rings was your call answered? 1-2 rings 1-3 rings 1-3 rings 1-5 fings 1-5 finds the property 1-5 instructure the property 1-5 i	○ Below Average	
0 - 32 - Arings 3-4 - Arings 3-4 - Arings 3-4 - Arings 3-5	○ Poor	
3 - 34 mings	How many rings was your call answered?	6/6
3-5 fings 7-6 or no answer the first time you called 10-10 tile the Consultant (Check all that apply under score column) 2 introduce the property 3 introduce the property 3 introduce the property 4 introduce the property 5 introduce the property 5 introduce the property 5 introduce the property 5 introduce the property 6 introduce the property 7 introduce the property 7 introduce the property 8 introduce the property 8 introduce the property 9 introduce the property	1-2 rings	
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Did the Consultant (Check all that apply under score column) Introduce the property Introdu	5-6 rings	
Introduce the property Introduce themselves with a name No answer and no voicemal fa voicemall was left with the community, was a follow-up call or email returned within 48 hours? Your State	7+ or no answer the first time you called	
Introduce the property Introduce themselves with a name Introduce themselves with a professor with a professor column) Introduce the consultant (check all that apply under the score column) Introduce the personalized salutation Interdict of your phone number Introduce the personalized salutation Introduce the score column) Introduce the personalized salutation Introduce the score column) Introduce the score column Introduce themselves with a professor introduce the score column Int	Oid the Consultant (Check all that apply under score column)	8/8
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2. State their name 2. Ask for your phone number 3. Ask for your phone number 3. Ask for your penal address 2. Speak clearly with a professional tone 2. Ask if you were interested in touring the community 2. Explain location/offer directions to the community 3. Explain location/offer directions to the community 3. None of the above 3. Ask about move-in date 3. Ask about move-in date 3. Ask about wour price range/budget 3. Ask about your price range/budget 3. Ask how you heard about the community 3. Determine reason for the move 3. None of the above 3. Or Yes 3. No 3. Or Yes 3. No 3. Or Yes 3. No 3. Or Yes 4.	✓ Have a personalized salutation	
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Did the consultant describe the community amenities? 5/5 Yes		
• Yes	<i>○</i> No	
Yes	Did the consultant describe the community amenities?	5/5
	_	-75
J 110	○ No	

Did the consultant describe the attractions of the nearest town?	5/5
• Yes	
O No	
Did the consultant ask if you had any special needs or wants in a new home?	5/5
• Yes	
O No	
Did the consultant quote the price of the apartment?	5/5
O Yes	
○ No	
Did the consultant explain any additional fees different than the rent rate? (utilities, parking, etc)	5/5
O Yes	
O No	
Did the consultant explain the lease terms available or ask if you had a desired lease term?	5/5
O 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 incer	ntive if 5/5
they have one)	
O Yes	
O No	
Did the Consultant suggest a Virtual Tour?	
• Yes	
○ No	
NOTES:	