

Name:		School:			
Prospecting New Customers: Time 5 min prep/10min actual/w/8 min warning					
Competency Builder (Criteria)	Mastery or Above Proficient 5-4	Proficient 3-2	Below Proficient 1-0	Weight	Total Score
Customer Relations Introduction (Greeting/ Opening Statement)	The student greeted the customer energetically, respectfully, and politely in a proper, professional manner and introduced him/herself by name. Also, the student volunteered his/her assistance to the customer.	The student greeted the customer politely and respectfully and introduced him/herself by name. Also, the student volunteered to be of assistance.	The student neglected either to greet the customer politely and respectfully or to introduce him/herself by name or did, but neglected to volunteer his/her assistance.	X 3	
Appropriate for Audience (Qualify the Prospect)	The student established and delivered a logical and interactive presentation that was appropriate for both the purpose of the presentation and the audience.	The student's presentation was appropriate for both the purpose of the presentation and the audience.	The student's presentation was not appropriate for the purpose of the presentation and/or was not appropriate for the audience.	X 4	
Gathering Data (Provide Features and Benefits)	The student demonstrated his/her ability to gather numerous sources of pertinent and relevant data. For those sources that were not used, the student was capable of explaining why they were not used.	The student demonstrated the ability to gather one source of pertinent and relevant data pertaining to the subject matter.	The student provided little evidence justifying the relevance and pertinence of the data and/or the student did not obtain any data.	X 2	

Name:		School:			
Prospecting New Customers: Time 5 min prep/10min actual/w/8 min warning					
Competency Builder (Criteria)	Mastery or Above Proficient 5-4	Proficient 3-2	Below Proficient 1-0	Weight	Total Score
Completion of Sale (Close the Interview or Sale)	The student accomplished all the following: 1) offered to be of assistance to the customer in making his or her final selections; 2) asked the customer if he or she was completely satisfied with the final selections; 3) correctly completed and carried out the final purchase; and 4) thanked the customer and encouraged him or her to return.	The student correctly completed and carried out the customer's final purchase and in the process accomplished two of the following: 1) offered to be of assistance to the customer in making his or her final selections; 2) asked the customer if he or she was completely satisfied with the final selections; 3) thanked the customer and encouraged him or her to return.	The student failed to correctly complete and carry out the customer's final purchase by neglecting to do one or more of the following: 1) offer to be of assistance to the customer in making his or her final selections; 2) ask the customer if he or she was completely satisfied with the final selections; 3) thank the customer and encourage him or her to return.	X 2	
Total Possible-55 Points			This Practicum Score =		
Judge's Comments:					