

Have you reviewed the action items from the previous visit?

Appearance Review

All signs (window/other), A-frames, flags, spinner signs, and tents are current, visible, and in use

Provide notes if explanation is needed on signage

Provide picture of signs, flags, and tent

Store employees are in proper Cricket uniform

Provide picture of employees in uniform

Sales Process Review

Whiteboard and Path to Personal Record (PPR) board correctly formatted (with previous PR's etc) and updated

Provide picture of Whiteboard and PPR board

Manager and Advocate goals updated on GroupMe daily?

Store binder in place with all required forms (evidence of prospecting, observations, other)

Wireless Revolution Sales Process Training Manual(s) on-site and in use

Wireless Revolution "Fast Start" guide completed and signed off for each employee

Store is doing a minimum of 4 outside events per month

Store is completing a minimum of 15 quality conversations per shift

Store is properly executing the Refer a Friend program

Store is properly executing against their COI (all employees)

Store is executing proper customer greetings (not behind counter / getting and using name)

Store is effectively asking 10 qualifying questions per customer

Store is bringing four accessories to the floor with every customer

Store is properly selling Cricket Protect and Auto Pay (using the scripts)

Store is making at least two offers on bill pays (add lines / accessories / autopay)

Store manager is conducting a minimum of 2 role plays per rep each week

Store manager is completing a Sales Obs Form after each customer interaction (as store traffic allows)

Sales Results Review

Store is trending to forecast in Activations

Store is trending to forecast in Upgrades

Store is trending to forecast in Accessory Revenue

Store is at or above 35% Auto Pay

Store is at or above 35% Cricket Protect

Store Visit Review

Have you addressed all performance gaps / "no" answers from the visit with the store manager

Action items / follow-up for next visit (for all performance gaps / "no" answers from the visit)