

Please refer to the Training & Competency Plan on how to compete this form.

Name of Adviser:		Name of Supervisor:	
Adviser's PS Code:		Branch:	
Client's Name:		Joint-Fieldwork No.:	
Client Source:		Sales Interview No.:	
Date of Appointment:		Time Duration:	
Please tick one: <input type="checkbox"/> New Adviser <input type="checkbox"/> BSC Requirement			

Sales Advisory Process Observations				
<b>1 Establish Relations</b>		<b>Competent</b>	<b>Needs Improvement</b>	<b>Action Plan(s)</b>
	a. Able to do rapport building with client	<input type="checkbox"/>	<input type="checkbox"/>	
	b. Outlines agenda & explains purpose of the meeting	<input type="checkbox"/>	<input type="checkbox"/>	
	c. Discloses relevant information about his/her role as a Representative	<input type="checkbox"/>	<input type="checkbox"/>	
	d. Understands client's expectation.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>2 Gather Information</b>		<b>Competent</b>	<b>Needs Improvement</b>	<b>Action Plan(s)</b>
	a. Uses needs based approach questioning skills	<input type="checkbox"/>	<input type="checkbox"/>	
	b. Collects accurate & relevant information	<input type="checkbox"/>	<input type="checkbox"/>	
	c. Completes the Financial Planner effectively	<input type="checkbox"/>	<input type="checkbox"/>	
<b>3 Analyse &amp; Evaluate</b>		<b>Competent</b>	<b>Needs Improvement</b>	<b>Action Plan(s)</b>
	a. Performs the financial & needs analysis based on client's financial situation	<input type="checkbox"/>	<input type="checkbox"/>	
	b. Correctly identifies & qualifies client's needs.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>4 Develop &amp; Propose Recommendations</b>		<b>Competent</b>	<b>Needs Improvement</b>	<b>Action Plan(s)</b>
	a. Explores relevant alternatives to meet client's financial objectives	<input type="checkbox"/>	<input type="checkbox"/>	
	b. Provides solution(s) & offer options that can reasonably meet client's financial objectives	<input type="checkbox"/>	<input type="checkbox"/>	
	c. Recommends suitable products & explain clearly to customer	<input type="checkbox"/>	<input type="checkbox"/>	
	d. Explains clearly to client the basis of Representative's recommendation	<input type="checkbox"/>	<input type="checkbox"/>	
	e. Explains the features & benefits of solutions recommended together with relevant costs & charges	<input type="checkbox"/>	<input type="checkbox"/>	

5	Implement Recommendation	Competent	Needs Improvement	Action Plan(s)
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
6	Monitor & Adjust	Competent	Needs Improvement	Action Plan(s)
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

General Observation				
7		Competent	Needs Improvement	Action Plan(s)
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

Adviser's Signature:		Supervisor's Signature:	
Date:		Date:	

**Important:** By signing off the above, Supervisor has declared that he/she has personally met and observed the Adviser, all information is final as discussed and agreed by both parties.