

Assessment template for phone call

<i>Criterion</i>	<i>Sub-criterion</i>	<i>Marks</i>
Structure of the conversation	The caller introduces themselves.	/5
	The caller asks if it is a good time to talk.	/5
	The caller sets the context.	/10
	The caller explains why they called and asks a clear question early in the conversation.	/10
	At the end of the call, the caller thanks the other person and makes a short remark about what will happen next.	/10
Result of the conversation	The caller is politely persistent and asks follow-up questions.	/15
	The question the caller had is answered.	/10
Form of the conversation	The caller stays friendly.	/10
	The caller uses positive formulations.	/10
	The caller speaks at an appropriate speed and volume and is easy to understand.	/10
	Overall it was a pleasant conversation.	/5
Total		/100