**Competitor #1**

1. Name of the company you called? Click or tap here to enter text.
2. What was the overall tone of the call? (Check all that apply)

Professional

Informative

Compassionate

Businesslike

Other

1. Did they ask for your name and the name of the person needing care? Choose an answer
2. Did they wait for you to ask questions, or did they ask you about your care needs? Choose an answer
3. Did they listen to your situation and ask leading questions about your care needs? Choose an answer
4. How did they communicate their services? Choose an answer
5. Was a plan communicated to you to address your care needs? Choose an answer
6. Would you feel comfortable having them provide services for someone you care about?  Choose an answer
7. How did they address pricing? Choose an answer
8. Did they answer your call for help in a way that gave you confidence in their service? Choose an answer

Remember these calls as you move through your training.  Always be thinking about delivering the best and ensuring our Clients receive Greatcare®.  Remember, Clients will usually make their decision on which company to provide care by what they learn (logic) and how they felt (emotion) during that first phone call.

**Competitor #2**

1. Name of the company you called? Click or tap here to enter text.
2. What was the overall tone of the call? (Check all that apply)

Professional

Informative

Compassionate

Businesslike

Other

1. Did they ask for your name and the name of the person needing care? Choose an answer
2. Did they wait for you to ask questions, or did they ask you about your care needs? Choose an answer
3. Did they listen to your situation and ask leading questions about your care needs? Choose an answer
4. How did they communicate their services? Choose an answer
5. Was a plan communicated to you to address your care needs? Choose an answer
6. Would you feel comfortable having them provide services for someone you care about?  Choose an answer
7. How did they address pricing? Choose an answer
8. Did they answer your call for help in a way that gave you confidence in their service? Choose an answer

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**Competitor #3**

1. Name of the company you called? Click or tap here to enter text.
2. What was the overall tone of the call? (Check all that apply)

Professional

Informative

Compassionate

Businesslike

Other

1. Did they ask for your name and the name of the person needing care? Choose an answer
2. Did they wait for you to ask questions, or did they ask you about your care needs? Choose an answer
3. Did they listen to your situation and ask leading questions about your care needs? Choose an answer
4. How did they communicate their services? Choose an answer
5. Was a plan communicated to you to address your care needs? Choose an answer
6. Would you feel comfortable having them provide services for someone you care about?  Choose an answer
7. How did they address pricing? Choose an answer
8. Did they answer your call for help in a way that gave you confidence in their service? Choose an answer

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