

NAME	DEPT	DATE OF TRAINING	WHAT WE WORKED ON	REACTION TO TRAINING	SHIFT DATE	SHIFT NOTES
CHELSEA	MAIN OFFICE	HAS HAD PHONES SINCE 2019				
		Wed April 15, 2020 10:45 am	Procedure steps review. - Description updates. - Onboarding for new customers. - Rule of thumb for bee/inspection calls.		Wed April 15, 2020 5:15 -10 pm	
COURTNEY FLINT	MAIN OFFICE	FEB	1st procedure overview			
		Wed Mar 25, 2020	Pest routes, apps, max mobile	Computer info was overwhelming. Nervous for shift		
					Thurs Mar 26th 5:15-10 pm	Focused on inbound only, home advisor & answer force sent, didn't know how to enter leads. Call tone was good, followed procedure well.
		Fri Mar 27, 2020	Reviewed the call she listened to.	Fair grader on her own call. Honest about what she needs		

				to work on.		
		Fri April 3, 2020	Procedure review (what are the steps?) home advisor. How to make a lead, how to stage the lead. 2 ways - lead on its own, or convert subscription.	A bit overwhelming, review briefly on monday.		
		Mon April 6, 2020	Review leads & stages. Inspections - what are the steps.			
					Wed April 8, 2020 5:15 -10 pm	Internet wasn't working, she texted heather 11 leads to enter into pestroutes.
HUE FAIHTINGER	TECH	(Has worked a few days in the call center since 2019)	Procedure read through, took inbound calls, called cancels	Read through procedure well in practice, needs to work on following procedure during calls. Great at entering leads and info to pest routes		
					Tues Mar 31, 2020 5:15-10 pm	His call I listened to was good. He had a good tone and was good at asking digging questions. Had everything in pest routes: all customer info, sources, leads,

						<p>stages, notes.</p> <p>Needs to work on calling home advisor right away. Outbound calls should follow the same procedure.</p>
		Thurs April 2, 2020 1:30 PM	<p>Went over the call he listened to last night. Discussed home advisor notifications.</p>	<p>He didn't have many questions about procedure or shift in general. Said trapping is hard. Went over prices and why it's reasonable.</p> <p>He knows about homeadvisor and previous missed leads were just a mistake.</p>	Thurs April 2, 2020 5:15 -10 pm	<p>Called home advisor reasonably soon. He had a hard time following the procedure with tough callers, when someone interjected asking for price or didn't want to give contact info, he went by their lead. Had four calls, three good leads, and no address or email for those three calls.</p> <p>Needs to work on controlling the conversation and taking the lead.</p>
JOHN BRIGGS	TECH					
		Wed April 1, 2020	<p>Sent John Briggs "sick chicken" call to listen to.</p>			
		Fri April 9, 2020	<p>Called John to make sure he's ready for the phones tonight.</p>	<p>John listened to the call and said he has tons of questions, wants to talk about it</p>	Fri April 9, 2020 5:15 -10	

				next week (didn't have paper on him)	pm	
JONATHAN MADSEN	DOOR 2 DOOR					
		Mon Mar 9, 2020	In-office, Sac Procedure overview, practice calls. Role played as caller & callee.	Nervous about phone shift hours & getting multiple calls at once.		
		Tues Mar 10, 2020	In-office, Sac Made outbound calls, cancels. Procedure training and review. Pest routes.			
					Sun Mar 29, 2020 2-10 pm	Followed procedure, made outbound calls on call tracking metrics. Needs to work on: tone, digging & story questions. Slowing down.
		Thurs April 2, 2020 2PM	Training by phone call. Reviewed his phone call that he listened to.	He was very fair in grading it. His notes had suggestions that I was going to give him. Was impressed with his assessment of his call.		
		Mon April 6, 2020 9AM				

					Sun April 19th, 2020	
JONATAHAN TERRELL	MAIN OFFICE					
		FRI APRIL 10, 2020	Test call, regular GPC to get through procedure. I graded it and I have a recording of the call.	Wanted to listen to his and other GPC calls. He also wanted more info about sales procedure. Sent email with more info and call recordings.		
MARYBETH CARRANZA	CALL CENTER					
MICHAEL LAMBORN	DOOR 2 DOOR					
MONICA CAMARRA	MAIN OFFICE					
		Summer 2019	Started with basic call procedure training.			
		End of summer 2019				
		February?	Joint training with Monica Cervantes.	No one wanted to talk, was a confusing		

				training session. That was my fault.		
MONICA CERVANTES	MAIN OFFICE					
		Beginning of 2020.	Basic call procedure training.			
		February?	Joint training with Monica Camarra.	No one wanted to talk, was a confusing training session. That was my fault.		
SHAWN WARNER	MAIN OFFICE					
		Since summer 2019	Has taken several phones shifts	Has taken several phones shifts	Has taken several phones shifts	Has taken several phones shifts
		Wed April 1st, 2020	Sent him one of his calls to listen to. He sent back his call procedure sheet the next day with X marks for excellent/satisf/needs work and had notes on the bottom.	He scored his call as a 2 / 5, said he needed to slow down, not "vomit out all the info." His comments are on the right track, but he graded himself as "satisfactory" on the description & there are some buzz words we need to clean out.		
		Fri	In-person call review.	Was pretty hard on		

		April 3rd, 2020	<p>Looked over the call he graded, also went over procedure steps and script description.</p> <p>He knows about pest routes info, call tracking outbound, answer force.</p>	<p>himself for his call. He did not enjoy listening to it. Changing the description went well.</p> <p>He seemed to find the training constructive.</p>		
					<p>Sat April 4th, 2020 8:30-2 pm</p>	<p>He tried the new description and made his greeting warmer. Better call ratings overall.</p> <p>No sources entered on accounts in pest routes. Need to review this.</p>