

Skills Worksheet

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|---|---|---|---|---|---|---|---|---|---|---|----|
| 1. Approach | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| How confident am I in approaching people? Do I select the right people? | | | | | | | | | | | |
| 2. Stopping | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| How good am I at catching people's attention? How many of them stop? | | | | | | | | | | | |
| 3. Asking questions | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Do I ask the right questions? Do I get positive responses? | | | | | | | | | | | |
| 4. Developing interaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Am I good at sustaining a conversation? Do people open up to me? | | | | | | | | | | | |
| 5. Use of mantras | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Do I use the same lines with everyone? Can I be effectively spontaneous? | | | | | | | | | | | |
| 6. Objections and excuses | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Do I too easily take "no" for an answer? Can I deal with excuses assertively? | | | | | | | | | | | |
| 7. Many books | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Do I miss opportunities to give more than one book? Or lack the courage to give a full set? | | | | | | | | | | | |
| 8. Donations | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Am I shy about asking for donations? Do I have a low average per book? | | | | | | | | | | | |
| 9. Closing | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Am I happy to see previous customers? Are they happy to see me? | | | | | | | | | | | |
| 10. Follow up | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Am I concerned for follow-up. Do I collect names and addresses? | | | | | | | | | | | |

Where specifically do I feel I need to improve?

How will I do this?