

(TPA) Telephone Performance Analysis Review					
Name of Spa	Date	Time	Spa Phone	Staff Name	Analyst
Spa Trouve	02/12/2020	11:00	801-697-8199	Taylor	Lisa
URL: https://spatrouve.com/					
The phone was answered promptly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If no, the phone rang approximately _____ times before being answered	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Business and staff name given	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Caller name & information asked & taken at beginning of call	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Name only and she never used it again.
Asked caller if they have ever been there before	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Had multiple opportunities to share personal stories or happy clients results.
Listened to callers needs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sharing a personal story helps the caller identify and gain trust. Always good to tell the caller how it can benefit.
Staff shared own experience with procedure or a client's success story	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callers like to hear the word free so use it as often as possible in the call.
Staff related to caller what the procedure can do for them	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A caller does not want to think to hard so if you provide a reason why your spa is above the rest they will be more likely to end their search and make a consultation.
Staff offered Free Consultation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very important to tell the caller your available times and dates. And if the caller wants a specific date and that date isn't available, don't say its not available say we have ... available.
Why your spa is unique	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Callers like to hear the word free so use it as often as possible in the call. A caller does not want to think to hard so if you provide a reason why your spa is above the rest they will be more likely to end their search and make a consultation.
Staff gave caller available date and times for appointments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff asked when is a good time.
Staff shared with caller other procedures that they might benefit from	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No update
Staff member mentioned deals or promotions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Only when caller asked.
Different payment plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Don't make the caller ask. Share with them your specials early in the call and get them excited to make a consultation.
Staff member explained special requirements / preparation for the appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Mentioning payment plans can ease any of concerns the caller may have about the price of the procedure.
Follow Up Call:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No appointment was made.
Follow Up Email:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Follow Up Text:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
A reminder email, text was sent out	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Secret Shop Website Lead					
Date: 2/12/20					
Time: 9:30 AM					
Secret Shopper Name : Brenda					
Email: rushhourfun@gmail.com					
Phone: 812 783 0277					
RESPONSE					
Response time - Phone call:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response time - Text Message:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response time - Voice Mail:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response time - Email:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Secret Shopper Phone Details					
Response Call Time:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response Text Message Time:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response Voicemail Time:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response Email Time:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follow Up Call:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follow Up Email:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Follow Up Text:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Example Callrail Call Concern: https://app.callrail.com/2/a/2f4d1035/events/444114530/event_id/691927108/event_type/call					
Areas of Concern for: Spa Trouve					
Losing clients because the staff fail to offer days and times to set a consultation.					
Letting the caller do all the work by asking all the questions when the Staff should be eager to give information about the spa.					
Not sharing personal experience to gain callers trust.					
Not answering calls during prime time.					