

End of Day call should take place after 5:00pm every day between each AD and their SA as well as SA with each of their agents.

AD to SA

What will you need for the call?

- 10 Blocks of time for each of the agents
- DASHBOARD DATA
 - # of Walk-Ins
 - % DM Met
 - % DM Conversion
 - % Presentation to Close

What to review with each SA?

- Total walk-ins for each agent vs what is committed
 - If the agent is on track
 - » Congratulate and move forward
 - » Check % DM Met and % DM Conversion for coaching opportunities
 - If the agent isn't on track
 - » Why?
 - » How do they plan to make up for it throughout the rest of the week?

SA to Agent

What will you need for the call?

- 10 Blocks of time for each of the agents
- DASHBOARD DATA
 - # of Walk-Ins
 - % DM Met
 - % DM Conversion
 - % Presentation to Close

What to review with each agent? "This call is all about inspiring action"

- Total walk-ins for each agent vs what is committed
 - If the agent is on track
 - » Congratulate and move forward
 - » Check % DM Met and % DM Conversion for coaching opportunities
 - If the agent isn't on track
 - » Why?
 - » What is the plan to make up for the lack of walk-ins throughout the week?