



DiscoverPerformance
GENERATING BUSINESS ENERGY

Service and Sales Meetings Questionnaire

Use this tool to see how effective your Sales and Service meetings are, and to illustrate areas that could be improved. Circle the level that best describes how you run meetings.

Never	Sometimes	Always
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Monday Sales and Service Meeting

I hold a S&S meeting every Monday			
I communicate the topic in advance			
I ask staff to prepare and bring 3 specific topics to discuss			
I communicate the current focus, goals and expectations			
We agree on an action plan as a team			
I end the meeting with a motivational call to action			
The meeting lasts less than 20mins			
I send the action plan and minutes within 2 hours of the S&S meeting			

Mid-Week Follow Up

I follow up with each staff member during the week			
I discuss with staff members which actions are and aren't working			
I recognise achievements and provide positive feedback			
I identify and schedule coaching opportunities			
I spend no longer than 10 minutes per staff member on follow up			

End of Week Debrief

I conduct end of week debriefs on Fridays			
I recognise and share successes			
I compare the weeks results with the goals established on Monday			
We identify and discuss actions that worked and those that did not			
Best practices and successes are recognised and rewarded			
The meeting lasts no longer than 15 minutes			

One-On-One Coaching

I conduct one-on-one coaching			
I observe and provide feedback on staffs specific behaviours			
We agree to performance levels and degree of change required			
I confirm commitments with staff member via email			
I provide encouragement			

