

v2-4		F.L.E.S.H Forming Lasting Experiences Starts Here			Last Updated: 11/04/13
Ambassador		Team Member		Dept	Phones
Mentor		Ext.		Lead	
TLC #		Date		Order #	
TLC #		Time		Customer	
		TLC Advocate		Call Type	
#DIV/0!	Opening		3 = Yes 0 = Missed any part	Zappos, name, and offer of assistance or transitional question/statement. <i>Transitional example: Who am I speaking with? Where are you calling from?</i>	Comments:
Courtesies (use throughout the call) X1	Caller's Name		3 = Yes 0 = No	Acquired the caller's first name before and apart from verification or used the name if given	
	Lead-in		3 = Yes 0 = No	Used immediately after the caller has stated their needs (I, we, let me, or let's + an offer of assistance) Summarizing statement/question, Empathy and connection can be used before lead-in. <i>*No probing questions prior to lead in</i>	
	Closing		3 = Yes 0 = No	Included a positive statement OR advised of availability	
0.00	Empathy X2	Offer Empathy	3 = Yes 2 = Not timely or missed 1 opportunity 0 = Missed only opportunity or 2+	Offered genuine, empathetic statement for all loss or perceived loss of service at the first opportunity . <i>Necessary Examples: Item desired is out-of-stock, defective or wrong, did not deliver on promise, customer has to repeat information that was previously stated, or if caller seems inconvenienced-by/unhappy with their Zappos experience.</i>	
#DIV/0!	Verify Shipping Address		3 = Yes 0 = No	Verified every detail of any shipping address previously used REQUIRED: Street address, unit/suite/apt #, city, zip code. <i>(State can be volunteered)</i>	Verify (caller must give this information) X1
	Verify Email Address		3 = Yes 0 = No	Return label, PW reset, notify list, or if changing email address on the account <i>(domain can be volunteered)</i>	
	Last Four Digits		3 = Yes 0 = No	Must verify any card used/attached Expiration date and card type can be volunteered	
	Authorized User		3 = Yes 0 = No	Must ask for name as it appears on the card on all new cards used/attached. (If card holders name is different from caller, must ask if caller is authorized user)	
	Account Name		3 = Yes 0 = No	Full name verified if different than caller	
0.00	Security X2	Account Detail Security	3 = Yes 0 = Gave any account detail	Kept account-specific information confidential (Name on Account, Shipping/Billing Address, phone number, email address, Last 4 of CC) Didn't volunteer information (order history doesn't count) Business name can only be provided/reviewed after verification of shipping address.	
0.00	Connection X3	Build Connection	3 = Yes 2 = Attempts lacked follow through 0 = Missed both	Initiated conversation to elicit a customer response AND THEN build upon Personal Emotional Connection by using follow through techniques OR Responded to trigger cues to elicit a customer response AND THEN build upon Personal Emotional Connection by using follow through techniques	
0.00	Solutions X3	All Solutions	3 = Yes 2 = Missed 1 0 = Missed 2+ or all	Tailored solutions to all of the caller's needs and followed through on all promises (solutions) given to the caller Required solutions include: Offering a non courtesy exchange on a return order, offering a password reset when necessary, if customer is not VIP upgrading to NDA shipping, offering the Notify Me List and looking on other websites if item is OOS	
#DIV/0!	Recognize VIP		3 = Yes 0 = No	Mentioned "VIP Account" or welcomed back "VIP" <i>Even if caller is different than account holder</i>	VIP (Acknowledge EACH VIP call) X1
	VIP Site		3 = Yes 0 = No	Used VIP site if the caller is a VIP <i>If VIP site is not used, notes must provide a reason why</i>	
#DIV/0!	Tone & Vocabulary		3 = Yes 0 = No	Sounded positive and willing to assist throughout the call <i>Acknowledged caller and never sounded disinterested, blunt, impatient, or reluctant to assist</i>	Essentials X1
	Yield		3 = Yes 0 = No	Yielded to caller, avoided speaking over the caller Allowed caller to finish statement before further assisting Apologize if the caller has been accidentally interrupted	
	Fluidity		3 = Yes 0 = No	Dead air was under 15 secs continuous/30 secs cumulative. Hold button was used: Asked permission to hold, hold remained under 3 minutes, and was addressed upon return	

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#DIV/0! Information (caller is given this information) X2	Correct Information	3 = Yes 0 = No	All information provided was correct <i>Did not share "internal only" policies/verbiage (e.g., "XO", 45 day before charging for XOs)</i>			
	Delivery Date	3 = Yes 0 = Incorrect or missed	<i>Upgraded: Day of the week / Date / "Tomorrow"</i> Territories/Hawaii/Alaska: 5-7 business days APO/FPO: Possible 7-10 business days but up to 30 USPS, UPS Ground and PO Boxes: 4-5 business days			
	Special Information	3 = Yes 0 = Missed any applicable piece of info	Advised of transfer of funds (and/or) 14 day return policy Must have caller acknowledge that they understand possible charge			
	Return Label	3 = Yes 0 = No	Mentioned 2 emails and "LINK" (or) 7-10 business days if mailing and confirm mailing address When issuing a return label, the following 3 subcategories can be offered as one question. EXCEPTION: Credit time-frame must be given if there is a credit (refund) while on the call. If caller is unclear (asks for ANY clarification or is incorrect with their understanding of the return process), cover packaging and return/credit timeframes. If caller advises they are comfortable, the info can be skipped :)			
	Return Packaging	3 = Yes 0 = No	Advised to use original packaging or correctly advised how to return without original packaging No original packaging instructions: Put item in plastic bag, include return confirmation in shipping box			
	Return Time	3 = Yes 0 = No	Mentioned when Zappos owes a refund upon return (1 week for all customers)			
	Credit Time	3 = Yes 0 = Incorrect/missed	2-10 business days for CC, Up to 30 days (billing cycle) for PayPal, 7-10 business days for Bill Me Later <i>Required to give if credited while on the call.</i>			
#DIV/0!	Order Number	3 = Yes 0 = No	Offered to give order number			
Review (repeat 1 time, after all items added to cart) X1	Items	3 = Yes 0 = Missed detail	Accurate and detailed list (including all numbers and letters) <i>(Brand, Style, Color, Size, Width if other than M)</i>			
	Shipping Review	3 = Yes 0 = Missed detail	Included: Business Name, Street Address, Suite or #, City, State, Zip Code <i>Be sure to Include any shipping instructions</i>			
	Total	3 = Yes 0 = No	Advised of all total charges and credited amounts <i>(if credit is given on the call)</i>			
#DIV/0! Systems (CLT and caller impacting) X1	Notes	3 = Yes 2 = 1-2 errors 0 = 3+ errors/missing	Notated every order necessary with accurate information Required: <i>Caller name, contact method, all solutions given to the caller, return label method, delivery date.</i> <i>Tailor auto notes to call</i>			
	Templates	3 = Yes 0 = Missed any	<i>Sent appropriate templates: Auto XO, Defective XO, Shipped Defective, Change of Address, Customer Receipt, Advanced Credit, Cancel Order</i>			
	Return Reason	3 = Yes 0 = No/inaccurate	Chose the reason the caller explicitly stated or clarified the most appropriate reason for return. Exception: No reason is needed if none are applicable. <i>Priority Reasons: Wrong or Defective</i>			
	CBR & CBS	3 = Yes 0 = Missed any	Placed correctly when necessary or promised to caller <i>Necessary examples: If item is wrong, worn, defective or incomplete. Avoid placing unnecessary CBR/CBS.</i> <i>Include: Specific issue only (defective information, wrong item received, etc.)</i>			
	Status	3 = Yes 0 = No	If manually needed, updated every order to correct status			
	Alerts	3 = Yes 0 = No	<i>Must Alert: If you upgrade customer to VIP, external price matches, no packaging, 365+, worn, caller is advised of a "courtesy", "outside normal policy". Include order # and what the caller was advised of (No need to alert if action is taken to resolve Zappos/product issue)</i>			
Funds	3 = Yes 0 = Any error	If manually needed, issued correct refund/charge <i>including post-sale coupons</i>				
At least 85% and awesome		Props Comments:				
Must be 100% and exceptional		WOW Comments:				
Quality Check Total Score		#DIV/0!				