




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	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>	
Empathy X2					
#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	
	Order History Detail		3 = Yes 0 = Volunteered order detail before one was provided or did not perform when required to make account changes	Kept order history details confidential, until caller provided information that could be used for Account Change Verification. Examples: Order number, return ID, date, product type, total, and brand/style/color/size are order history details. <i>(Zappos category, "earlier today", "item", "order", or quantity of items can't be used for verification however, can be offered in assisting the caller.)</i> The Zappos Categories are as follows: shoes, clothing, bag/handbags, home, beauty, accessories. Required to perform when Account Change verification is needed.	
0.00	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.	
Security X2					
0.00	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	
Connection X3				Trigger cues: (E.G Background noise, caller specific information) Follow Through techniques: Relating personal experience, finding mutual common ground, or offer personal interest/preference <i>(Please avoid "cutting-off" connection by returning to business needs during the spark of a connection)</i>	
0.00	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	
Solutions X3					
#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	

 v2-4		F.L.E.S.H <i>Forming Lasting Experiences Starts Here</i>			<i>Last Updated: 11/04/13</i>	
Ambassador		Team Member		Dept	Phones	
Mentor		Ext.		Lead		
TLC #		Date		Order #		
TLC #		Time		Customer		
		TLC Advocate		Call Type		
#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 including post-sale coupons				
At least 85% and awesome		Props Comments:				
Must be 100% and exceptional		WOW Comments:				
Quality Check Total Score		#DIV/0!				