



SCORECARD – SALES

Judge's Name:	Date:
Competitor's Name:	Vehicle: 2023 Outlander PHEV GT Premium
Dealership Name/Code:	Judge's Signature:
Competition Level: In-Dealership	Triple Diamond Training Certified: <input type="checkbox"/> Yes <input type="checkbox"/> No

Use a scale of 1 to 5 to rate each contestant on specifics outlined for each category. When complete, add up the score for each category, using the rating column also as a point column. For instance, if the contestant was rated "4" for Appearance/Professionalism/Attitude (First Impressions) that rating would also have a point value of "4" For an example of scoring, see page 2.

	Poor		Average		Excellent	
	1	2	3	4	5	
FIRST IMPRESSIONS						
Greets customer in a welcome manner						
Appearance/Professionalism/Attitude						
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+	+	=
PRESENTATION SKILLS						
Fluency and Smoothness (good enunciation, well-organized thoughts, fluid delivery of information)						
Body language (appropriate gesturing, body movement, personal space, direct eye contact, listening skills)						
Authoritative manner (appropriate tone of voice, presented with confidence)						
Clear and concise presentation (articulate and succinct, appropriate level of information/detail provided)						
Demonstrates exceptional use of MiShowroom						
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+	+	=
ABILITY TO HIGHLIGHT PURCHASE MOTIVATORS						
Addressed key customer wants/needs						
Provided compelling customer benefits						
Offered to take customer on a Test Drive						
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+	+	=
PRODUCT KNOWLEDGE						
Award points for presenting a Feature, Advantage and Benefit for the following:						
PHEV Drive Modes and how they work						
PHEV Charging methods						
Smartphone Link Display Audio System – EV Menu – How to find charging stations						
MITSUBISHI CONNECT (EV Services)						
S-AWC System and Drive Modes						
Passenger and cargo space versatility & flexibility						
Advanced Safety Features (MiPilot Assist with Navi-link)						
Mitsubishi Motors Warranty						
Presented relevant competitive advantages						
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+	+	=
BONUS OPPORTUNITY						
Presentation went above and beyond expectations (at Judge's discretion)						
<i>Total each column vertically and add column totals for a Sub-Total Score</i>	+	+	+	+	+	=
CALCULATE THE TOTAL SCORE						

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Use a scale of 1 to 5 to rate each contestant on specifics outlined for each category. When complete, add up the score for each category, using the rating column also as a point column. For instance, if the contestant was rated "4" for Safety – Feature, Advantage and Benefit (Product Knowledge) that rating would also have a point value of "4" For an example of scoring, see page 2.

	Poor		Average		Excellent
FIRST IMPRESSIONS	1	2	3	4	5
Greets customer in a welcome manner				✓	
Appearance/Professionalism/Attitude					✓
Total each column vertically and add column totals for a Sub-Total Score	+	+	+	4	5 = 9
PRESENTATION SKILLS					
Fluency and Smoothness (good enunciation, well-organized thoughts, fluid delivery of information)			✓		
Body language (appropriate gesturing, body movement, personal space, direct eye contact, listening skills)				✓	
Authoritative manner (appropriate tone of voice, presented with confidence)				✓	
Clear and concise presentation (articulate and succinct, appropriate level of information/detail provided)					✓
Demonstrates exceptional use of MiShowroom				✓	
Total each column vertically and add column totals for a Sub-Total Score	+	+	3	12	5 = 20
ABILITY TO HIGHLIGHT PURCHASE MOTIVATORS					
Addressed key customer wants/needs				✓	
Provided compelling customer benefits					✓
Offered to take customer on a Test Drive					✓
Total each column vertically and add column totals for a Sub-Total Score	+	+	+	4	10 = 14
PRODUCT KNOWLEDGE					
Award points for presenting a Feature, Advantage and Benefit for the following:					
PHEV Drive Modes and how they work			✓		
PHEV Charging methods			✓		
Smartphone Link Display Audio System – EV Menu – How to find charging stations				✓	
MITSUBISHI CONNECT (EV Services)					✓
S-AWC System and Drive Modes					✓
Passenger and cargo space versatility & flexibility					✓
Advanced Safety Features (MiPilot Assist with Navi-link)				✓	
Mitsubishi Motors Warranty					✓
Presented relevant competitive advantages				✓	
Total each column vertically and add column totals for a Sub-Total Score	+	+	6	12	20 = 38
BONUS OPPORTUNITY					
At Judge's discretion		✓			
Total each column vertically and add column totals for a Sub-Total Score	+	2	+	+	+
CALCULATE THE TOTAL SCORE					83