

# ELEVATE WORKSHEET



## Total Accountability

### Standards and Expectations

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### Phone Reports

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### Customer Care Win the Day

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### Customer Care Schedule

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### Account Rep Win the Day

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### Account Rep Schedule

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# ELEVATE WORKSHEET



## Total Accountability

### Full Daily Schedule

8:00-8:15	Team Leader Huddle
8:15-8:25	Customer Care Team Prioritization
8:15-8:45	Account Representative Training Time
8:45-9:00	Account Representative Team Prioritization
9:00-10:00	Power Hour
10:15-11:00	Account Representative Admin
11:00	Customer Care Team Prioritization Check-In
Lunch	Assign Time
3:00-4:00	Second Power Hour
3:00	Customer Care Team Prioritization Check-In
4:00	Account Representative Check-In

# ELEVATE WORKSHEET



## Upcoming Classes

(All classes Eastern time)

- ❖ May 13: Quick Hit - Managing SF Connect
- ❖ May 18-20: Foundations
- ❖ May 20: Quick Hit - 4R Service Recovery
- ❖ May 21: Elevate - Customer Care Job Duties
- ❖ May 26-27: Evolve II Service
- ❖ May 27: Quick Hit - Email Efficiencies
- ❖ May 28: Elevate - Sales Team Job Duties

## Trophy Club Links



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ON LINKEDIN



FOLLOW US  
ON INSTAGRAM



LEAVE US A  
GOOGLE REVIEW



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