



TROPHY CLUB CONSULTING

EVOLVE II SERVICE LEARNERS GUIDE

TROPHY CLUB CONSULTING LLC





DISCLAIMER

Trophy Club Consulting is a privately-owned company that is not affiliated or endorsed in any way by State Farm.



CUSTOMER CARE **WINNING THE DAY**



Core Duties

The 32 Point Day

Daily Schedule

CUSTOMER CARE EFFICIENCY



Customer Care Folder

Automation

Texting

Directing Traffic

Online Enrollment/App

Voicemail

BEGINNING OF DAY TASKS



Prioritize

Rate Decreases

Rate Increases

Company Cancellations

Payment and Billing

NOTE- TAKING



A series of horizontal dashed lines for note-taking.

4R SERVICE RECOVERY



Keys to Success

The 4Rs

Reading the C

PIVOTING & IDENTIFYING **OPPORTUNITIES**



A large gray rectangular area containing 20 horizontal dashed lines for writing.

MANAGING YOUR DAY



Prioritization

Time Blocks

High vs. Low Value

ADDITIONAL NOTES

This image shows a full page of white paper with horizontal dashed lines. The lines are evenly spaced and run across the entire width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the paper.

ADDITIONAL INFORMATION



Upcoming Classes

- ❖ July 29: Quick Hit - Positioning Supplemental Health Insurance
- ❖ July 30: Elevate - Using ECRM to Write More Business
- ❖ August 5: Quick Hit - Open Q&A
- ❖ August 6: Elevate - Presenting Multiline Based on Need
- ❖ August 12: Quick Hit - Key Homeowners Endorsements
- ❖ August 13: Elevate - Complete Onboarding Process

Trophy Club Links



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LEAVE US A
GOOGLE REVIEW

