



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



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4R SERVICE RECOVERY



Keys to Success

The 4Rs

Reading the C

PIVOTING & IDENTIFYING **OPPORTUNITIES**



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MANAGING YOUR DAY



Prioritization

Time Blocks

High vs. Low Value

ADDITIONAL NOTES



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ADDITIONAL INFORMATION



Upcoming Classes

- ❖ September 30: Quick Hit - Needs-Based Selling
- ❖ October 1: Elevate - Recruiting and Hiring
- ❖ October 7: Quick Hit - Asking Great Questions
- ❖ October 8: Elevate - Finding the Money
- ❖ October 14: Quick Hit - Open Q&A
- ❖ October 19-21: Evolve (October)

Trophy Club Links



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