

# The Host's Self Review

## Are You an Accomplished Host?

This self review will prompt you to assess your performance in several important subjects that an accomplished customer host should master.

All of the subjects presented are covered in detail in Part II of [Success Spoken Here](#).

This is by no means a definitive evaluation. After all, your position may not entail all of these functions. Nevertheless, reviewing yourself on the subjects presented should highlight areas in your specific circumstances where you might want to seek improvement.

Use this 1-5 scale to rate yourself using the tables below:

- 5 - strong
- 4 - good
- 3 - average
- 2 - sometimes okay
- 1 - weak
- 0 - dreadful

## A: Customer Care

	ITEM	SELF SCORE
A1.	Greeting every customer	
A2.	Easing customer burdens	
A3.	Making conversation	
A4.	Assessing customer personalities (introverts/extroverts)	
A5.	Developing NUE subjects	
A6.	Featuring NUE subjects for customers (instead of just saying "Let me know if you have any questions.")	
A7.	Offering informative comments when guests depart	
A8.	Taking a systems approach with customers having specific needs, by bracketing and anticipating constraints	
A9.	Writing things down when customers explain complicated needs	
A10.	Researching customer problems yourself	
A11.	Summarizing solutions for customers in writing	
A12.	Following up with customers after the sale	
	<b>A. TOTAL:</b>	

## B. Merchandise Appreciation

	ITEM	SELF SCORE
B1.	Handling merchandise with care	
B2.	Respecting and protecting factory packaging	
B3.	Selecting proper store packaging (bags, boxes, packing paper)	
B4.	Offering gift wrapping solutions	
B5.	Offering shipping solutions	
B6.	Offering protective and safety supplies and accessories for the customer's trip home	
	<b>B. TOTAL:</b>	

## C. Business Atmosphere

	ITEM	SELF SCORE
C1.	Organizing displays thoughtfully	
C2.	Demonstrating your complete product gamut, by both breadth and depth	
C3.	Minding your business's overall appearance long term, with respect to areas such as signage, windows, vandalism, landscaping	
C4.	Mastering and maintaining store lighting	
C5.	Mastering and maintaining store sounds	
C6.	Mastering and maintaining store scents	
C7.	Actively expanding your personal expertise	
C8.	Actively sharing your personal expertise	
	<b>C. TOTAL:</b>	

Next: Input your scores from the tables above into the Scoring table below, and add them up.

## Scoring

	ITEM	SELF SCORE
A.	Customer Care	
B.	Merchandise Appreciation	
C.	Business Atmosphere	
	<b>OVERALL TOTAL:</b>	

## Self-Scoring Legend

SELF SCORE	YOUR TITLE
80-130	Accomplished Host
79-104	Welcoming Host
53-78	Aspiring Host
27-52	Not Yet a Host
<26	Clerk