



Name of the Session

Session 1 – Make your 1<sup>st</sup> Impression Amazing

Name

Date

Question 1 – Using our ELITE scoring system, the first “E” refers to Engaging Personally. How did you connect with a new client during a phone call this past week?

Question 2 – Engaging a client also means listening attentively to their situation. How were you able to help a client this week book an appointment because of your keen listening skills?

Question 3 – “I” is inviting to schedule. Can you think of a different way of offering an appointment other than asking "Would you like to make an appointment?"

Question 4 – What do you think the hardest part of ELITE will be for you personally? How can we help to provide you with ways to overcome this obstacle?