

Agent Name: \_\_\_\_\_ Week Commencing: \_\_\_\_\_

**Goal:** Build confidence in tone and decisiveness to enhance Forbes-rated guest satisfaction.

**Daily Entries:** a 5-minute reflection per day.

Date	Call Scenario (e.g., upselling spa, handling complaint)	Confidence Score (1-5, 1 = hesitant, 5 = very decisive)	What went well? (e.g., used clear phrases like “Let me arrange that”)	What do you want to improve? (e.g., reduce pauses)	Cultural Note (e.g., addressed guest by family name)

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### Weekly Reflection (a 10-minute review with supervisor)

When you meet with your supervisor, discuss the following:

- Top Success:** Describe one call where you felt confident. What phrase or tone worked? (e.g., “I used ‘Let me find another option for you’ and the guest appreciated my decisiveness.”)
- Challenge:** Identify a call where you hesitated. Was it fear of your accent, grammar, lack of the correct vocabulary or a cultural misunderstanding? (e.g., “I paused for too long because I was worried about my accent.”)
- Action Plan:** Choose one English technique to practise next week (e.g., shadowing a more confident agent, making a recording of your voice to train your tone, practising fluency with peers).
- Forbes KPI Focus:** Which Forbes metric did you improve on (e.g., ‘Efficiency’ by faster resolution, ‘Graciousness’ by using warmer tone)? Set a goal for next week.