

### Forbes Mystery Call Simulation Checklist

Criterion	Star Rating	Comments / Examples
Greeting & Introduction	☆☆☆☆☆	Warm, polite greeting; agent states name clearly
Courtesy & Tone	☆☆☆☆☆	Uses a polite, calm and respectful tone throughout
Listening Skills	☆☆☆☆☆	Demonstrated active listening (paraphrasing, clarifying)
Script Adaptation	☆☆☆☆☆	Script used as guide, then adjusted to guest's tone and needs
Proactive Questions	☆☆☆☆☆	Agent asks relevant, open-ended questions (e.g., dietary needs)
Problem-Solving	☆☆☆☆☆	Issues handled promptly and professionally, hold time kept to a minimum
Language Clarity	☆☆☆☆☆	Clear pronunciation, simple and correct grammar
Personalisation	☆☆☆☆☆	Uses guest's name and references guest preferences
Closing & Farewell	☆☆☆☆☆	Polite closing, invites the guest to call again
Overall Efficiency	☆☆☆☆☆	Call handled in a timely manner without rushing
Commendations: What went well?		
Areas for improvement		

#### Instructions:

- Conduct roleplay calls with agents acting as guests or mystery assessors.
- Use this checklist to score each call objectively.
- Provide specific feedback based on observations.
- Repeat regularly to build confidence and consistency.

## Sample Training Activities

### Activity 1: Call review and feedback sessions

**Goal:** Improve language accuracy and service skills through real call analysis.

**Method:**

1. Select recorded calls for group listening.
2. Pause after key moments to discuss what was done well and what could be improved.
3. Focus on pronunciation, grammar and polite expressions.
4. Grade the call using the checklist.

### Activity 2: Flexible script practise

**Goal:** Help agents practise adapting scripts to different guest personalities.

**Method:**

1. Prepare three short call scripts with the same basic information but using different guest tones (friendly, rushed and confused).
2. Agents roleplay each script, adjusting their language and tone accordingly.
3. Discuss what phrases worked well and how the call could be improved.

**Examples:**

Friendly guest: 'It's great to hear from you! How can I assist you today?'

Rushed guest: 'I'll be quick. What information do you need?'

Confused guest: 'Let me explain that clearly for you'.

### Activity 3: Proactive questioning drill

**Goal:** Build confidence asking open-ended questions to ascertain guest needs.

**Method:**

1. Create a list of common proactive questions (e.g., 'Do you have any special requests?').
2. Agents practise asking these questions naturally in pairs.
3. Encourage agents to listen carefully and respond appropriately.

### Activity 4: Service recovery roleplay

**Goal:** Practise calm and professional responses to guest complaints or problems.

**Method:**

1. Prepare scenarios where a guest has an issue (e.g., booking error).
2. Agents roleplay apologising and offering solutions using set phrases.
3. Provide feedback on their tone, language clarity and problem-solving approach.

**Key phrases:**

- 'I'm sorry for the inconvenience'.
- 'Let me check how I can help you'.
- 'Thank you for your patience'.