

### Customer Complaint Practicum Scorecard

Contestant Name _____		Contestant Number _____		
	<b>Needs Improvement</b>	<b>Good</b>	<b>Excellent</b>	<b>Member Score</b>
<b>Obtained Clear Understanding of Complaint</b>	0 - 2	3 -- 5	6 -- 8	
<b>Reformed Complaint in Less Negative Terms</b>	0 - 2	3 -- 5	6 -- 8	
<b>Changed Complaint into Question</b>	0 - 2	3 -- 5	6 -- 8	
<b>Explored Alternative Solutions</b>	0 - 2	3 -- 5	6 -- 8	
<b>Solved Problem</b>	0 - 2	3 -- 5	6 -- 8	
<b>Exhibited a Pleasing Personality</b>	0 - 4	5 -- 8	9 -- 10	
<b>Total Possible Score = 50 Points</b>			50	