

# Worksheets & Check Lists

## 9 ESSENTIAL STEPS CHECKLIST

<input type="checkbox"/> Greet	Date: _____
<input type="checkbox"/> Qualify	Employee Name: _____
<input type="checkbox"/> Comparison	Guest's Name: _____
<input type="checkbox"/> Presentation	Street Address: _____
<input type="checkbox"/> Sale	City/Postal Code: _____
<input type="checkbox"/> Reinforce	Home Phone: _____
<input type="checkbox"/> Next Purchase	Work or Cell Phone: _____
<input type="checkbox"/> Good Bye	Email: _____
<input type="checkbox"/> Follow Up	Preferred Communication by: <input type="checkbox"/> HOME <input type="checkbox"/> WORK OR CELL <input type="checkbox"/> EMAIL
	Extended Service Plan: <input type="checkbox"/> YES <input type="checkbox"/> NO

*Important Dates/Events/Information:*

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# DAILY TO DO LIST

Name:

Date:

List Top 10 Priorities:

Completed

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

# PRODUCT KNOWLEDGE INFORMATION

Manufacturer: \_\_\_\_\_ Fabric Warranty: \_\_\_\_\_ Service Warranty: \_\_\_\_\_

Product	SKU	Fabric or Finish	Dimensions	Inventory			Comparison Selection	Reg Price	Sale Price	3 Product Features	3 Guest Benefits
				Special Order <input type="checkbox"/>	Stocking Item <input type="checkbox"/>	Ship Time					

# ***Mattress Features and Benefits***

## **COILS**

What type? How Many? Difference?

## **EDGE**

Benefits? Construction? Show them.

## **CENTRE**

Why better? Difference?

## **FOAMS**

Benefits? Difference? Why? Show them.

## **COMFORT LAYERS**

What does this do? Show them.

## **COVER**

Features? Benefits? Why? Show them.

## **BOX SPRING**

Shock Absorber? Metal?

## **SIZES WE OFFER**

Twin, Double, Queen, King?

## **DID WE QUALIFY SIZE?**

Do they need low profile, split base or low profile frame?

Which models are in stock?

How long to special order mattress sets?

What is the warranty on all your brands

Which are the 2 best sellers in each brand?

Did you do a comfort test?

## ***Bedroom Furniture***

Which pieces are available in bedroom furniture?

- Single Bed
- Double Bed
- Queen Bed
- King Bed
- Dresser Mirror
- Door Chest
- Armoire
- Media Chest
- Night Table
- Bed with Storage
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

WHAT ARE THE TOP 3 BEST SELLING BEDROOM SETS?

HOW LONG TO ORDER EACH PIECE? SET?

## *Bedroom Furniture Construction Benefits*

<b>TOPS</b>			
<b>SIDES</b>			
<b>DRAWERS</b>			
<b>MIRROR</b>			
<b>HANDLES</b>			
<b>BED</b>			

# ***Upholstery Furniture***

***Know your options!*** Sofa, Love Seat, Chair, Chair and Half Ottoman, Sofa Bed, Chaise Lounge, Occasional Chair

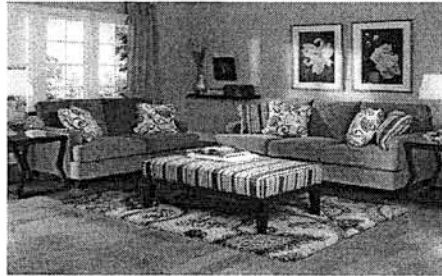
***Know your brands!***

***Know your features and benefits:***

In Stock				
Order Time				
Frame				
Legs				
Springs				
Cushions				
Deck/Arms				
Backs				
Other Benefits				
Top Sellers				



**PRODUCT INFORMATION SHEET**  
**Stationary Upholstery**



Supplier

SKU

Collection Name

**ASHLEY Furniture**

**779**

**Yvette Steel Collection**

**Features**

**Bennifits**

Frame:  
 Legs:  
 Springs:  
 Cushions:  
 Foam Density:  
 Back:  
 Color:

**Top Seller**    YES / NO  
**Stocked Item** YES / NO

**Order Time:** 3-4 Weeks

Entire Collection	SKU #'s	Our Price	Available Add ons	Suggested
Sofa	<b>7590038</b>	\$ 799.00	Coffee Table Set	
Love Seat	<b>7590035</b>	\$ 749.00	Rug	
Chair	<b>7590020</b>	\$ 499.00	Lamps	
Accent Chair	<b>759xx99</b>	\$ 449.00	Throws Accessories	
Ottoman	<b>7590008</b>	\$ 299.00	Toss Pillows	
			Artwork	

Comparison Items in Store	

Key Notes:

750	Length	Depth	Height	Price	Code
Sofa	90"	39"	40"	\$499	38
Loveseat	67"	39"	40"	\$449	35
Chair	46"	39"	40"	\$399	20
Ottoman	31"	25"	18"	\$249	14
Full Sleeper	90"	39"	40"	\$799	36
Sectional	104"	104"	40"	\$999	55/56

## Features/Benefits

- **Microfibre Upholstery** – Durable, easy to clean, inexpensive, many different colors possible, specifically engineered for furniture
- **Polyurethane Feet** - Durable, no chipping, clean look
- **Zippered Cushions/Padding** – Easy to maintain product, swap out cushions if they sag, stuffing for backs/arms easy to install
- **Corners Blocked, Glued and Stapled** – provides rigidity to corners, for a reduced price. Durable, no twisting of frame
- **Quick Ship** – Customer can have product quickly, setup in home
- **Seat Springs** – tempered steel springs for support and durability, fastened into plywood frame for support
- **7/8" Hardwood frame** with engineered wood for support
- **6 Colour Options** – Choose from Stone, Mocha, Café, Cobblestone, Café, Salsa
- **Back Cushions Attached** – do not need to straighten cushions

## Comparable Selections

Ashley - Dominator – Microfibre

Ashley/Benchcraft – Brogain - DuraFabric

## Stain Protection

Sofa - \$99.99 (under \$1000)

2 Pc. - \$159.99 (under \$1000)

3Pc. - \$249.99 (over \$1000)



# PERSONAL TIME ANALYSIS LOG

<i>Time</i>	<i>Activity</i>	<i>People Involved</i>	<i>Time</i>	<i>Activity</i>	<i>People Involved</i>
7:00am			3:00pm		
7:30am			3:30pm		
8:00am			4:00pm		
8:30am			4:30pm		
9:00am			5:00pm		
9:30am			5:30pm		
10:00am			6:00pm		
10:30am			6:30pm		
11:00am			7:00pm		
11:30am			7:30pm		
12:00pm			8:00pm		
12:30pm			8:30pm		
1:00pm			9:00pm		
1:30pm			9:30pm		
2:00pm			10:00pm		
2:30pm					

# GROUPS OF KNOWLEDGE RATING CARD

	1-3	3-5	5-7	7-10
Knowledge of your products				
Knowledge of your competitor's products				
Knowledge of your inventory				
Knowledge of your competitor's inventory				
Knowledge of your advertising				
Knowledge of your competitor's advertising				
Knowledge of your credit or finance plans				
Knowledge of your competitor's credit or finance plans				
Knowledge of your policies and procedures				
Knowledge of your competitor's policies and procedures				
Knowledge of your website				
Knowledge of your competitor's website				

What can you implement in your daily routine to increase your rating?

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*Work as a team to gather and share the knowledge you will need!  
 Measure your performance so that you are accountable!  
 Remember, whatever you accurately measure will improve!*