



Igniting Passion. Inspiring Performance.

User: Jane Doe

Dealership: Supreme Honda

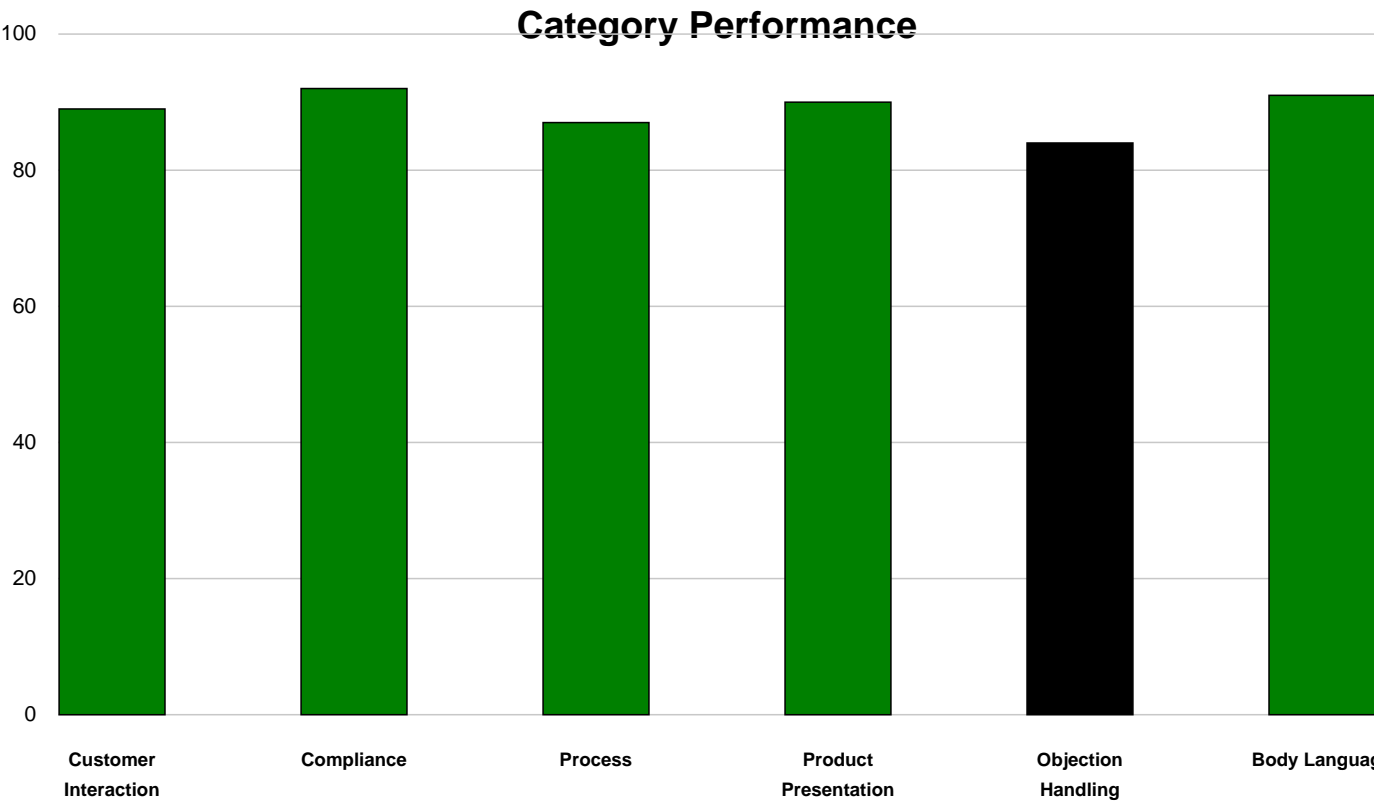
Scenario: Full F&I Process

Customer Profile: Jennifer Morgan

Date/Time: 06/15/2025 07:24 PM

Role Play Duration: 20 minutes

Overall Grade: 88.8%





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Customer Interaction:

Scored 89% - Warm and energetic greeting, with proactive personalization. Could add one more reflective question to extend rapport.

Compliance:

Scored 92% - Clear, accurate disclosures. Slight room to increase eye contact while reading disclaimer sections.

Process:

Scored 87% - Smooth transitions through key steps. Missed a small piece of trade payoff confirmation. Otherwise clean.

Product Presentation:

Scored 90% - Strong, story-driven value framing. Small improvement would be slowing down when transitioning between product types.

Objection Handling:

Scored 84% - Great use of logic and empathy. Use shorter, cleaner responses in the future for clarity.

Body Language:

Scored 91% - Engaging presence throughout. Head nods, posture, and eye contact were excellent. Try using hand gestures slightly more to emphasize benefits.

Areas of Excellence:

- Eye contact and open body posture created trust instantly.
- Clear and inspiring storytelling around product benefits.
- Used compliance language with smooth tone and pacing.
- Maintained conversational control without rushing or sounding robotic.

Areas of Improvement:

1. Response Tightness - Some objection answers were too long. Consider tightening them for impact.
2. Body Language - Great overall, but add more hand gestures when listing benefits.
3. Process Consistency - Use a checklist to avoid occasional skips in process order.

Resources: Sarah's objection tool, checklist builder, and training video 'Posture, Presence, and Performance'.



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Overall Analysis:

This role play showed poise, clarity, and real connection. You're balancing compliance, control, and conversational flow very well. With a few tweaks to objection delivery and process details, you'll be operating at the highest level.

You're a natural consultant. Keep using your strengths - and practicing the moments where small adjustments make a big impact.

Sarah believes in your growth - and so do we. Stay consistent and you'll continue becoming one of the top professionals in your store.