# Summative Exercise S5

## Instructions

1. For this exercise you will need the checklist you have developed in Formative exercise 5B.
2. You are required to evaluate a salesperson on the task of ‘closing a deal’. You need to hand in a description of the following steps you have followed to complete this exercise:
3. Describe the real-life sales transaction that you observed for this exercise.
4. After the observation, you need to complete the checklist and hand in as annexure to your exercise.
5. Write a report on your evaluation of the sales transaction, detailing the positive sales behaviour you have observed, including why the behaviour was effective as part of the sales process. Also give feedback in the report on the negative sales behaviour you have observed as part of the sales process.
6. As part of the report, write a short instruction on how to effectively ‘close a deal’.
7. The final step is to have a discussion with the salesperson you have observed, giving feedback and discussing the instruction. Hand in a summary of this discussion.
8. For your PoE you need to hand in the evidence of each step of the above process.

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| **First Attempt** | **Second Attempt** | **Third Attempt** |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
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