Checkpoint	Gold Standard	Rating (3 high)				Action
		3	2	1	0	
Search result of name	Preferred website, top billing					
Result of key word search	Your firm appears on page 1					
Website	Clear, Ease of use Contact information easy to find Updated information, not stale					
Voicemail	Changed daily, billboard clever					
Response time to inquiry	Within same day					
Staff rapport building (if applicable)	Moves client to next stage of buying cycle					
Sales process in place	Listen before pitching					
Boomerang language	Using their words back at them					
Demo video	Quality, profiles your skill					
Differentiating factors	Set yourself apart from competition					
Client decision making	Ability to guide client to close					
Fee dialogue	Ability to discuss price and get fee					
Conversion rate	Ability to close sale on first pass					
Art of a pencil hold	Proven technique for getting hold					
Follow-up	System for staying on top of leads					