

INTERNSHIP 2015

TUTORABC DEMO TEAM

By Coco Yen & Vivian Tan

Outline

 The Internship

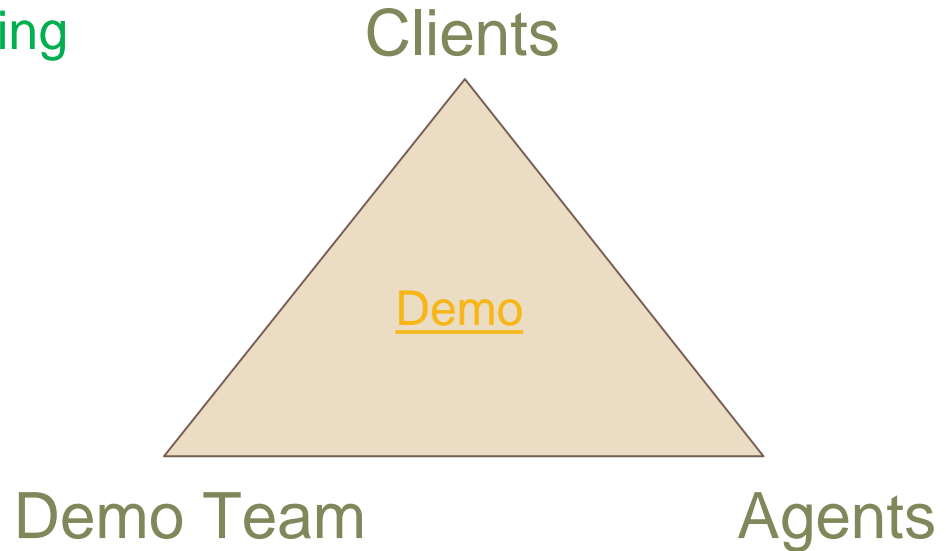
 Challenges of Our Jobs

 Observations & Reflections

What do demo team do?

📖 *In-house consultant : **tutor** + **consultant**

📖 Demo: **opening/ lesson/ closing**

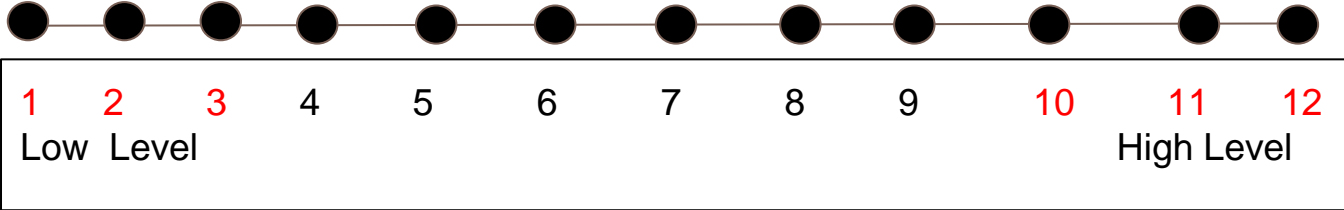


Challenges in class

- Anxiety
- Fail to make eye contact
- teaching without a clear structure
- Teaching Style



Different Levelers



Patience
Body language
Short easy words
Help them feel confident

Challenges
Professional
Magnify their weakness



Challenges after class







- Trial Sessions (Training)
- Sign-up rates
- Reptition: switch from different topics
Ex. Food, weather, travel, arts, business,
hobbies, online shopping, EQ/IQ

9 % ???
26.4 %!

A	B	C	D
November			
Consultants	#demos	Sold	SGNup Rate
Annie Chang	95	19	20.0%
Bolton Tseng	118	33	28.0%
Dean Wang	88	14	15.9%
Elton Chen	87	12	13.8%
Eva Chen	307	73	23.8%
Jean Chen	147	23	15.6%
Nina Liao	75	13	17.3%
Norman Shih	109	14	12.8%
Samantha Huang	130	42	32.3%
Sarah Sim	124	18	14.5%
Susan Lee	103	24	23.3%
Tiara Chen	92	18	19.6%
Tim Liu	109	29	26.6%
Vicky Lu	84	17	20.2%
Vivian Tan	72	19	26.4%
Ysionris Chen	73	16	21.9%
Team Average	1813	384	21.2%

Low Sign Up Ratio	43.75%
High Perf. Ratio	25.00%
Jr Sign up	14.57%

What I have learned....

-  **Patience** is everything
-  **Preparation** is always needed
-  **Passion** elevates your performance
-  **Punctuality** and Responsibility
-  A job is more than a job
-  Never stop learning

Events

- Role play competition
- Free food + coffee
- Moon Festival + Dragon Boat
- Halloween + Christmas
- New Year Eve





Thank you for listening