

SMALL BUSINESS TRAINING PLANNER · FREE GUIDE

The Team Training Gap Audit — 20-Point Skills Scorecard

Score your team on 20 skills, find the gaps, plan the training.

How to use this: Work through it in order. Every section ends with something to do, not just something to read.

Score Each Skill 0–3

0 = not trained, 1 = aware, 2 = can do with help, 3 = independent.

Area	Skill	Person A	Person B	Person C
Customer	Greeting & needs			
Customer	Handling complaints			
Customer	Upselling			
Customer	Follow-up			
Operations	Opening/closing			
Operations	Core process 1			
Operations	Core process 2			
Operations	Quality check			
Tools	POS/CRM			
Tools	Email/calendar			
Tools	Inventory			
Tools	Reporting			
Safety	Emergency procedure			
Safety	Equipment			

Safety	Data handling
Safety	Incident reporting
Team	Communication
Team	Time management
Team	Training others
Team	Problem solving

Gaps → Plan

Skill	Who	Trainer	By when

Your Next Step

The 90-Day Employee Onboarding Planner closes new-hire gaps.

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