

alts

ALTERATIONS MANAGEMENT

TRAINING

PERSONAL **LEARNING JOURNAL**

— DAVID'S —
BRIDAL

alts

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notes and questions

meet your team



ON-FLOOR ACTIVITY

1. Meet with each of your alterations associates individually and spend time getting to know them.
2. Use the conversation starters below to facilitate the conversation.
3. Make notes below, and discuss with your store manager at the end of your shift.

CONVERSATION STARTERS

- What's your role / what do you do?
- What do you like about your job?
- What aspect of your job do you feel you do really well?
- In what way can I support you as a manager?
- What are some of your interests outside of work?
- Do you have any questions for me?

ASSOCIATE NAME

ROLE

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SOP manual review



ON-FLOOR ACTIVITY

1. Use the SOP manual to review the policies listed below.
2. Use the information in each policy to answer the questions below.
3. Use your responses to complete the Knowledge Check in the myLearning app.

POLICIES

- Selling and Service > Alterations > All Topics
- Selling and Service > Customer Satisfaction > Alterations Waived Log
- Winning Teams > Performance > Alterations Individual Productivity Report
- Winning Teams > Performance > Completing an Alterations Individual Productivity Report
- Winning Teams > Performance > Weekly Alterations Productivity Recap

QUESTIONS

1. How are garments on the work line organized?
 - a. by day, time, and month of next appointment
 - b. alphabetically by customer name
 - c. in order of how they came into the work room
 - d. none of these
2. What should you do if the customer is unable to pay in-full for the alterations at the time of her first fitting?
 - a. offer her to pay for part of the cost now and put the rest on layaway
 - b. remove all of the pins so the customer can take the garment home with her
 - c. lower the price of some of the items on the ticket
 - d. tell the customer she can pay when she picks up her garment

QUESTIONS (CON'T)

- 3.** When should a customer's alterations ticket be created?
 - a. before she arrives, so we are ready to serve her
 - b. after her gown is all pinned
 - c. when she picks up her gown
 - d. during her first fitting, while she is in her dress

- 4.** Which of the information below is NOT required on an alterations ticket?
 - a. heel height
 - b. bust measurement
 - c. customer weight
 - d. wear date

- 5.** Which copy of the alterations ticket does the customer receive?
 - a. pink copy
 - b. yellow copy
 - c. white copy

- 6.** What does the alterations associate write on the ticket next to each task as it is complete?
 - a. the associate's initials
 - b. the date the task was completed
 - c. how long it took to complete the task
 - d. the date the garment will be picked up

QUESTIONS (CONT)

-
7. What code is written on the Alterations Waived log if a garment is returned due to poor quality of work, late completion, or a task needs to be re-done?
 - a. CR
 - b. RFA
 - c. AMOS
 - d. WD

 8. If the price of an alterations task (like hemming) is \$35, how long should that task take to complete?
 - a. 70 minutes
 - b. 15 minutes
 - c. 17.5 minutes
 - d. 35 minutes

 9. How is the **Productivity** field calculated on the Individual Productivity Report?
 - a. by multiplying the **Total Job Minutes** by the **Actual Minutes Worked**
 - b. by subtracting the **Total Job Minutes** from the **Actual Minutes Worked**
 - c. by dividing the **Total Job Minutes** by the **Actual Minutes Worked**
 - d. by adding the **Total Job Minutes** to the **Actual Minutes Worked**

 10. What is the purpose of the Weekly Alterations Productivity Recap form?
 - a. to help balance payroll hours for the week
 - b. provide an at-a-glance view of the weekly productivity of your alterations room
 - c. to help track alterations tickets
 - d. to keep count of all the gowns on the work line

observe a CSR at the welcome desk



ON-FLOOR ACTIVITY

1. Observe the CSR at the welcome desk for 60 minutes on a either a Tuesday or a Thursday.
2. Pay special attention to how customers arriving for their first fittings are welcomed.
3. Follow the *CSR Observation Guide* as you observe.
4. Place a check mark next to each behavior on the observation guide as you observe it.
5. Write down any questions you want to ask, or observations you want to share with your manager.
6. Discuss what you observed with your manager afterwards

OBSERVATIONS

observe a bridal party appointment



ON-FLOOR ACTIVITY

1. Observe a stylist work with a bridal appointment from the beginning (the consultation) to the end.
2. Follow the *Stylist Observation Guide* as you observe.
3. Place a check mark next to each behavior on the observation guide as you observe it.
4. Write down any questions you want to ask, or observations you want to share with your manager later.
5. Discuss what you observed with your manager afterwards.

OBSERVATIONS

observe a bridal appointment



ON-FLOOR ACTIVITY

1. Observe a stylist work with a bridal appointment from the beginning (the consultation) to the end.
2. Follow the *Stylist Observation Guide* as you observe.
3. Place a check mark next to each behavior on the observation guide as you observe it.
4. Write down any questions you want to ask, or observations you want to share with your manager later.
5. Discuss what you observed with your manager afterwards

OBSERVATIONS

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notes and questions

learn the opening routines



ON-FLOOR ACTIVITY

1. Access the Alterations Routines Checklist in the PlayerLync app.
2. View the tutorials for each item on the checklist.

NOTES

QUESTIONS

observe the opening routines



ON-FLOOR ACTIVITY

1. Shadow your facilitating manager as they complete the opening routines.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

try the opening routines



ON-FLOOR ACTIVITY

1. Complete the opening routines alongside your facilitating manager.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

practice the opening routines



ON-FLOOR ACTIVITY

1. Complete the opening routines with your facilitating manager's support.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

learn the closing routines



ON-FLOOR ACTIVITY

1. Access the Alterations Routines Checklist in the PlayerLync app.
2. View the tutorials for each item on the checklist.

NOTES

QUESTIONS

observe the closing routines



ON-FLOOR ACTIVITY

1. Shadow your facilitating manager as they complete the closing routines.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

try the closing routines



ON-FLOOR ACTIVITY

1. Complete the closing routines alongside your facilitating manager.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

practice the closing routines



ON-FLOOR ACTIVITY

1. Complete the closing routines with your facilitating manager's support.
2. Record any notes or questions you may have.

NOTES

QUESTIONS

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notes and questions

review your appointments



ON-FLOOR ACTIVITY

1. Locate your Alterations Dashboard on the intranet.
2. Use your dashboard to answer the questions below.

QUESTIONS

- What is your plan for **this week**? _____
- Do you need more appointments to be on track to make plan this week? _____
- What is your plan for **next week**? _____
- Do you need more appointments to be on track to make plan next week? _____

If you need more appointments for **this week**, what specific actions should you take to get back on track?

If you need more appointments for **next week**, what specific actions should you take to get back on track?

Look at the days that have passed this week. Do you see any days with revenue but zero (0) fittings?

review your add-ons results



ON-FLOOR ACTIVITY

1. Locate your Alterations Dashboard on the intranet.
2. Use your dashboard to answer the questions below.

QUESTIONS

- What is your average alterations ticket for bridal? For dress? _____
- Did you meet the average ticket goals **last week** for bridal? For dress? _____
- Are you on track to meet the average ticket goals this **month**? The **quarter**? _____
- What is your sales floor merchandise sales percentage? _____
- Are you meeting the 2% sales floor merchandise goal? _____

What specific actions can you take to increase your average alterations ticket?

If you are not meeting the 2% sales floor merchandise goal, what specific actions can you take?

review your returns



ON-FLOOR ACTIVITY

1. Locate your Alterations Dashboard on the intranet.
2. Use your dashboard to answer the questions below.

QUESTIONS

- How many returns have you had so far this month? _____
- Are there any returns on your waived form that could have been prevented? _____

What actions can you take to minimize returns in your alterations room?

Create an action plan and discuss with your manager or facilitator.

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notes and questions

try the SBI model



ON-FLOOR ACTIVITY

1. Read each scenario below.
2. Fill in the situation, behavior, and impact for each scenario.
3. Share your responses with your manager or facilitator.
4. Ask your manager to choose two (2) scenarios to practice.
5. Use your responses to skill practice providing in-the-moment coaching with your manager or facilitator.

SCENARIO 1

A Stylist comes into Alterations to solicit the help of an Alterations Specialist, who explains that she can't come now and doesn't want to go on the floor because she's "too busy." The Alterations Manager (ALM) overhears and takes care of it, but then has a coaching with her.

SITUATION

Describe the *when* and *where* of the situation.

BEHAVIOR

Describe the *what* you have observed.

IMPACT

Describe the *impact* the behavior had.

SCENARIO 2

I just wanted to share with you that a customer shared with me how great her alterations experience was and she's so appreciative of not only the quality of work that you did but also how you made her feel and look.

SITUATION Describe the *when* and *where* of the situation.

BEHAVIOR Describe the *what* you have observed.

IMPACT Describe the *impact* the behavior had.

SCENARIO 3

An alterations associate said a customer must have gotten fat since her first fitting, because her gown is too tight. The customer became upset and sulked through the rest of her fitting.

SITUATION Describe the *when* and *where* of the situation.

BEHAVIOR

Describe the *what* you have observed.

IMPACT

Describe the *impact* the behavior had.

SCENARIO 4

A customer on the platform has a question about taking in her gown. An alterations associate answers her question, and then just walks away.

SITUATION

Describe the *when* and *where* of the situation.

BEHAVIOR

Describe the *what* you have observed.

IMPACT

Describe the *impact* the behavior had.

practice the SBI model



ON-FLOOR ACTIVITY

1. Spend a minimum of one (1) hour on the sales floor, and one (1) hour in your alterations room.
2. Observe each associate carefully.
3. Use the SBI Model to have two (2) coaching conversations that reinforce a *positive* behavior you've observed.
4. Answer the questions below.
5. After the shift, debrief with your manager to discuss.

QUESTIONS

What worked well when delivering positive feedback?

What will you do differently next time when delivering positive feedback?

What do you think you can use from your experience delivering positive feedback, to deliver negative feedback in the future?

try the GROW model



ON-FLOOR ACTIVITY

1. Read each scenario below.
2. Fill in the situation, goal, reality, options, and way-forward for each of the scenarios.
3. Share your responses with your manager or facilitator.
4. Ask your manager to choose one (1) scenario to practice.
5. Use your responses to skill practice having a productivity conversation with your manager or facilitator.

SCENARIO 1

Melinda's quality of work needs improvement. The gowns she sews are consistently having to be re-done by other associates.

GOAL

Where the associate should be.

REALITY

Where the associate currently is.

OPTIONS

Some things the associate can do to get there.

WAY FORWARD

How you'll commit to helping the associate.

SCENARIO 2

Antoinette is not booking enough appointments while consulting with brides on the sales floor. You find out she is comfortable asking for the appointments, but she is not comfortable using the appointment booking software by herself.

GOAL

Where the associate should be.

REALITY

Where the associate currently is.

OPTIONS

Some things the associate can do to get there.

WAY FORWARD

How you'll commit to helping the associate.

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conduct a quality check



DIRECTIONS

1. Look at garments on your pressing line and pickup line.
2. Inspect the garments looking for the items on the checklist below.
3. If any garment needs attention, let your manager or facilitator know.
4. Jot down any notes or questions you may have.
5. Discuss with your manager or facilitator afterward.

CHECKLIST

_____ spots or stains (inside and outside of garment)

_____ open seams

_____ loose strings

_____ crooked or improper hems

_____ rips or tears

_____ missing or loose beads

_____ broken zipper

NOTES AND QUESTIONS

observe a platform consultation



DIRECTIONS

1. Observe the platform consultation.
2. Follow the checklist in below as you observe.
3. Place a check mark next to each behavior on the checklist as you observe it.
4. Write down any questions you want to ask, or observations you want to share with your manager later.
5. Make note of any coaching opportunities you observe.
6. Discuss what you observed with your manager afterwards.

CHECKLIST

- _____ introduce yourself
- _____ ask about her vision
- _____ show her options
- _____ offer the appointment
- _____ thank her

NOTES AND QUESTIONS

observe first fittings



DIRECTIONS

1. Observe a first fitting for a **bridal gown**, and then a first fitting for a **special occasion dress**.
2. Follow the checklists below as you observe each appointment.
3. Place a check mark next to each behavior on the checklist as you observe it.
4. Write down any questions you want to ask, or observations you want to share with your manager later.
5. Make note of any coaching opportunities you observe.
6. Discuss what you observed with your manager afterwards.

CHECKLISTS

BRIDAL GOWN

- _____ introduce yourself
- _____ help her get dressed
- _____ consult and show options
- _____ price the work and ask permission to pin
- _____ communicate next steps

SPECIAL OCCASION DRESS

- _____ introduce yourself
- _____ help her get dressed
- _____ consult and show options
- _____ price the work and ask permission to pin
- _____ communicate next steps

NOTES AND QUESTIONS

observe a pickup fitting



DIRECTIONS

1. Observe the pickup fitting appointment.
2. Follow the checklist in below as you observe.
3. Place a check mark next to each behavior on the checklist as you observe it.
4. Write down any questions you want to ask, or observations you want to share with your manager later.
5. Make note of any coaching opportunities you observe.
6. Discuss what you observed with your manager afterwards.

CHECKLIST

- _____ introduce yourself
- _____ help her get dressed
- _____ ask how she feels and ensure she is happy
- _____ have a bustle lesson
- _____ communicate next steps

NOTES AND QUESTIONS

evaluate your yelp reviews



DIRECTIONS

1. Look up your store on Yelp and read the reviews.
2. Read at least five (5) reviews for your store.
3. Pay special attention to any mentions of alterations.
4. Answer the questions below and on the next page.



POSITIVE REVIEWS

Think about what behaviors contributed to the customer's great experience.

How could we have celebrated and provided recognition to associates who provided an exceptional customer experience?



NEGATIVE REVIEWS

Think about what behaviors contributed to the customer's poor experience.

Decide what could have been done differently that might have made that customer write a positive review instead?

QUESTIONS

Answer the questions below that apply to the online reviews you have read.

Are our alterations being done to the customer's expectations?

Is the quality of our altered garments equal to or better than their original construction?

Was the staff polite and friendly?

Were the cost of alterations properly explained up front?

Do our customers view the alterations prices as reasonable?

Are the associates clearly stating alterations policies up front?

try the LAST model



ON-FLOOR ACTIVITY

1. Review the scenario below.
2. Write down how you would respond to the situation, using the LAST Model as a guide.
3. Discuss your responses with your manager.

SCENARIO

A customer is very upset because her gown does not fit her when she comes to pick it up. The alterations associate has re-measured her and her measurements are the same as her first fitting. Her wedding is in three (3) weeks and she begins to cry.

Think about what behaviors caused this customer service issue. What coaching will you provide the associate to prevent similar issues in the future?

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floor time prep activity



DIRECTIONS

1. Locate the Customer Service Chart at the welcome desk.
2. Locate the Alterations Dashboard for your store on the intranet:
3. Use your store's alteration's dashboard to answer the questions below.
4. Discuss your findings with your manager afterwards.

QUESTIONS

- How many stylist appointments are there for the rest of your shift today? _____
- How many of those are comeback appointments? _____
- When is the highest volume of traffic going to be on the sales floor today? _____
- During your floor time today, how many appointments will you need to schedule for **next week and the week after**? _____

Make a plan on when to spend time on the sales floor and discuss your findings with your manager.

try floor time



DIRECTIONS

1. Partner with the CSR or store manager to know how many open experiences (appointments in progress) are in your store.
2. Walk around the sales floor for one (1) hour.
3. As you walk around, count the open experiences taking place.
4. Introduce yourself to customers on the platform and show interest in the consultations that are currently taking place:
 - Ask the stylist where the customer is at in her gown/dress selection and if she has a favorite.
 - If she appears to love her gown or dress, ask her if she has any questions regarding fit that you can answer for her?
5. Check that her measurements are written down on the profile worksheet the stylist uses for her consultation.
6. Provide appointment options and book her first fitting appointment before she leaves the store.
7. Discuss your experience with your manager afterwards.

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room setup review



DIRECTIONS

1. Access the SOP Manual and locate the alterations room standards in the Organization Standards section.
2. Read the entire Alterations Room section.
3. Use the standards shown in the manual to review each of the areas in your alterations room listed below.
 - storage area (slat wall)
 - sewing stations
 - cleaning and pressing area
4. Ensure each area is set up according to the standards.
5. Fix any areas that are not up to standard.
6. Answer the questions below.
7. Partner with your manager to correct any room setup issues you were unable to resolve.

QUESTIONS

Is your alterations room missing any supplies needed to set these areas to standard?

Are the sewing machines clean and free of debris that could mark or damage a white gown?

Are the supplies in the cleaning and pressing area neat and organized to standard?

NOTES

QUESTIONS

beautiful stores SOP review



DIRECTIONS

1. Access the SOP Manual and read the following sections in the Beautiful Stores chapter:
 - Repair and Maintenance Requests
 - Fixtures, Furniture and Equipment
 - Supplies
2. Use the information in each section to answer the questions below.
3. Jot down any notes or questions as you review each section to discuss with your manager or facilitator afterward.
4. Complete the Knowledge Check in the myLearning iPad app using your responses to the questions below.

QUESTIONS

What is the name and address of the company where you would send a malfunctioning iron?

What is the name of the company where you would send a malfunctioning steamer or vacuum?

How do you check the status of an iron that is currently being repaired?

True or False? When shipping a steamer in for repair, you should include steamer rods and hoses in the shipping box.

If you needed to order steamer hose/handle, where would you place the order?

What is the first thing you should do when a steamer needs to be repaired?

How do you notify facilities that you are in need of a sewing machine repair?

How frequently should maintenance checks be performed on sewing machine equipment working properly?

When ordering alterations supplies how do you know the order was submitted successfully?

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notes and questions

review your payroll



ON-FLOOR ACTIVITY

1. Locate your Alterations Dashboard on the intranet.
2. Use your dashboard to answer the questions below.

QUESTIONS

• Was your alterations room over or under payroll last week? _____

• By how much? _____

• Why were you over or under by this amount? _____

• How many sew hours does your alterations room have this week? _____

• Are you on track to be under payroll for the **month**? _____

• Are you on track to be under payroll for the **quarter**? _____

If you are not on track to be under payroll for the month or the quarter, what actions can you take to better manage payroll hours for your alterations room in the future?

review your scheduled hours



ON-FLOOR ACTIVITY

1. Locate your Alterations Dashboard on the intranet.
2. Use your dashboard to answer the questions below.

QUESTIONS

- How many **allowable hours** do you have for this week? Next week? _____
- How many hours are currently scheduled this week? Next week? _____
- How many **fitting hours** are you estimated to earn this week? Next Week? _____
- How many fitting hours are you estimated to next week? _____
- Is your associate schedule created for the week after next? _____

Were there payroll hours left over last week that should have been used to schedule associates?

Are there any days this week where your Fitting Hours and PU/Press Hours exceed your scheduled hours?

conduct a first-quality check



DIRECTIONS

1. Walk through the entire sales floor.
2. As you walk, look for damaged garments on the racks.
3. Use the checklist below as you inspect the garments.
4. Jot down any notes or questions you may have.
5. Discuss your findings with your manager or facilitator afterward.

CHECKLIST

- _____ neckline is free of makeup and/or soil
- _____ bodice has no makeup, deodorant, perspiration stains
- _____ all buttons, beads, pearls, sequins, etc. are in place
- _____ hem is clean and not frayed
- _____ train is properly attached and underside of train is clean
- _____ seams and darts are free of holes, rips, tears
- _____ garment is free of pulls, snags, rips, tears
- _____ zipper zips up and down smoothly and is securely sewn
- _____ hooks are securely in place at the top of the zipper
- _____ no hanging threads or strings
- _____ garment is not faded or discolored

NOTES AND QUESTIONS

review your damaged items



DIRECTIONS

1. Look for garments with purple Damaged-Restoration-MOS Tags currently on your work line.
2. Look at the other garments in your alterations room, including the incoming and pressing lines.
3. If there are damaged items without a purple Damaged-Restoration-MOS Tag, fill one out for each.
 - If the item can be repaired, place it on your work line.
 - If the item cannot be repaired, sign the back of the purple ticket and place in receiving room.
4. Answer the questions below.

QUESTIONS

- How many damaged items are there currently on your work line? _____
- What is the combined retail cost of these items if they were out on the sales floor? _____
- Have any of these items been on your work line longer than three (3) days? _____
- How many appointments do you need for the **week after next**? _____

If there are items that have been on your work line longer than three (3) days, or if there are damaged items in your alterations room without a ticket, create an action plan and discuss with your manager or facilitator.

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