

# store

STORE MANAGEMENT  
SCHEDULING TRAINING

PERSONAL LEARNING JOURNAL

— DAVID'S —  
BRIDAL

# store

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SCHEDULING TRAINING

**1. SCHEDULING CSRS**

2. SCHEDULING STYLISTS

3. SCHEDULING MANAGERS

4. SCHEDULING ALTERATIONS





# create your base CSR schedule



## ON-FLOOR ACTIVITY

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1. [redacted]

# create your weekly CSR schedule



## ON-FLOOR ACTIVITY

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1. [redacted]

# create your seasonal CSR schedule



## ON-FLOOR ACTIVITY

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1. [redacted]





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# determine your appointment potential



## ON-FLOOR ACTIVITY

1. Download and print the *Create Your Base CSR Schedule* activity kit from the Learning Center on the intranet:

Intranet > Training Menu > Learning Center > Store Management

2. Mark your store open and close times on the schedule.
3. Draw a bar graph of hourly traffic on the schedule using a highlighter. It's okay to be approximate, as long as you can see your peak times.
4. Calculate the number of shifts you'll need to schedule for the day using your **Appointment Percent by Day** breakdown. This will be the number of shifts you'll need to add to the schedule for that day.

<b>% Appt. for Sun.</b>		<b>Total Stylist Shifts</b>		<b>Result</b>
22.4 %	×		=	

5. Draw (with a pencil) all of the 4-hour shifts for that day in the middle of your peak traffic times. Do not think about associate availability and do not write names on the shifts.

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## evaluate your manager schedule



### ON-FLOOR ACTIVITY

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1. Use the myTeam scheduling software to view only the managers' schedules for the last three (3) weeks.
2. Look at the manager schedules and answer the questions below.

### QUESTIONS

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- Are there at least two (2) managers scheduled every Saturday and Sunday? \_\_\_\_\_
- Does each manager get the same day off every week? \_\_\_\_\_
- Which days do the managers have off consistently each week? \_\_\_\_\_

SM: \_\_\_\_\_ OPM: \_\_\_\_\_ SLM: \_\_\_\_\_

- Are all managers scheduled every Monday, so they can attend the manager meeting? \_\_\_\_\_
- Are any managers closing more than three (3) nights per week? \_\_\_\_\_

If the 3-week rotating manager schedule at your home store does not meet the scheduling guidelines, what can you do to ensure that it does?

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

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