

Alterations Task Analysis Worksheet

Making Sales Plan | Alterations Manager

JOB TASK INFORMATION	
Duty/Result:	Making Sales Plan
Job:	Alterations Manager
Department:	Alterations

JOB TASK ANALYSIS DATES	
Data Collection Date:	Jan 4, 2016 thru Jan 8, 2016
Form Creation Date:	Thursday, January 14, 2016
Print Date:	Friday, January 03, 2020

	D (DIFFICULTY)	I (IMPORTANCE)	F (FREQUENCY)
H (High)	Very difficult to learn and/or execute	Directly and immediately impacts Alterations work product or customer experience	Once or more times every shift
M (Moderate)	Moderately difficult to learn and/or execute	Potential to indirectly impact Alterations work product or customer experience	Once per day
L (Low)	Not difficult to learn and/or execute	Does not impact Alterations work product or customer experience	Once or more times per week

	TASK NAME	RESULT / OUTPUT	STANDARDS OF PERFORMANCE	DIF RATING			KNOWLEDGE / SKILLS / ABILITIES	OTHER TASK ATTRIBUTES	VARIABLES/ TROUBLESHOOTING
				D	I	F			
1.	selling add-ons	alterations team actively sells additional products to customers during fitting interactions, pickups, etc.	<ul style="list-style-type: none"> product-to-store percentage should be above 17% month-over-month alterations employees must sell \$20 of product per hour 	L	H	H	<ul style="list-style-type: none"> sales plan requirements (\$20/hr of product per team) products to sell (bras, slips, breast padding, garment bag, preservation kits) which products compliment which garments 	Tools: <ul style="list-style-type: none"> product LookBook EASE appointment manager on iPad Work Line Count Sheet 	
2.	selling bras and slips	fitting associate suggests bra and slips appropriate for the garment	<ul style="list-style-type: none"> customer wears proper bra and slip for both initial and pickup fittings 	L	H	M	<ul style="list-style-type: none"> slips vary, even within the same style gown must be altered with slip that will be worn 	Tools: <ul style="list-style-type: none"> bra and slip sheet Triggers: <ul style="list-style-type: none"> during initial fitting during pickup fitting 	what to do if customer insists on wearing her own bra and slip
3.	fitting	customers' gowns are fitted perfectly the first time	<ul style="list-style-type: none"> customers' measurements are accurate within one half inch customers' garments are ready two (2) days before pickup day 	M	M	M	<ul style="list-style-type: none"> alter for fit; all relative to what the bride is seeing and feeling how to educate customer what our limits are (sitting/altering too tight, etc.) how to measure and record heel height 	Tools: <ul style="list-style-type: none"> EASE appointment manager on iPad tape measure and measuring sheet 	If gown too long or short, check heel height. Re-pin and re-hem additional charge. Measure to check changes (1 inch grace) Alter at no charge if within 1 inch.
4.	walking the work line	all work line garments are accounted for and in alphabetical order between the dividers	<ul style="list-style-type: none"> work line is walked at the beginning and end of each day all items listed on the work count sheet are accounted for 	L	M	H	<ul style="list-style-type: none"> how to read the work count sheet which garments are being picked up this week 	Tools: <ul style="list-style-type: none"> EASE appointment manager on iPad Work Line Count Sheet 	What to do if the item counts do not match the work line count sheet What to do if an item is out of place on the work line
5.	assist the team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	L	M	H	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line
6.	assist the team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	L	M	H	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line
7.	assist the team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	L	M	H	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line
8.	assist the team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	L	M	H	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line	assist team to walk count sheet of the work line