

Alterations Management

TRAINING DESIGN OUTLINE

WEDNESDAY, DECEMBER 11, 2019

PROGRAM 1: ALTERATIONS MANAGER ORIENTATION

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Welcome	Your New Role as Manager <ul style="list-style-type: none"> • Role Description • Course Overview 	(Jen)	00:05	YES	Video Player Standard	
	Your Foundation: The 5-5-5	Posters and Core Management (Bart)	00:05		Slide Viewer	Introduction to the 5-5-5; state that it will be the basis of what they will learn throughout course
3. Manager Procedures	Introduction <ul style="list-style-type: none"> • The SOP Manual • How and when to Use 	(Carmen)	00:05		Slide	How to find then the activity is go forth and do. Show me you can find it.
	SOP Manual Procedure Review <ul style="list-style-type: none"> • Whom to Contact • Procedures ALMs need most: <ul style="list-style-type: none"> ◦ why its important to take measurements, pressing charge policy 	In-Store	00:45		Slide Viewer	Use Learning Journal to answer questions whose answers are found in the SOPs manual. What's specific to alterations (how dress code is different). Five things in the SOP that they really need to review. Why is it important to take measurements. Pressing charge policy.
	Knowledge Check		00:10		Standard Assessment - Text Based	User instructed to use answers recorded in their Learning Journal to complete assessment.
4. Introduction to Alterations at David's	The Alterations Process	(Bart)	00:05		Slide Viewer	
	Journey of a Gown Through Alterations	(Jen)	00:05	YES	Video Player Standard	Graphical journey of gown through alterations
	Altering for Fit vs Redesign	(Bart)				
	Knowledge Check	(Bart)	00:05		Std. Assess. - Text Based	
5. Introduction to Store Essential Roles	A Day in the Life of a Stylist <ul style="list-style-type: none"> • what's happening on the sales floor 	(Jen)	00:05	YES	Video Player Standard	
	Watch a Stylist Conduct a 90 Minute Bridal Appointment	(Bart)	01:30		Slide	Use the observation guide, fill it out as you observe, and turn it into your manager
	Watch a Stylist Conduct a 60 Minute Bridesmaid Appointment	(Bart)	00:30		Slide	"From your point of your point of view some of your observations that you saw today – some thing that worked well and some things you think we can improve upon. Something you had feedback on – a situation you saw, the behaviors and what's the impact.
	A Day in the Life of a CSR <ul style="list-style-type: none"> • the Welcome and Check-In Process 	Exist. B-Roll / V.O. (Jen)	00:05	YES	Video Player Standard	What's happening outside the alts room
	Watch a CSR at the Welcome Desk	(Bart)	00:30		Slide	Use the observation guide, fill it out as you observe, and turn it into your manager
	Manager Activity: Post-Observation Review	(Bart)				
	Knowledge Check	(Bart)	00:10		Standard Text Based	User instructed to use notes recorded in their Learning Journal to complete assessment
Total Program Time			04:25			

Learning Activity Types

Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

Knowledge Check
 Skill Practice
 Certification

DPROGRAM 2: DAILY ROUTINES

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Daily Routines	Introduction <ul style="list-style-type: none"> the importance of routines the daily checklist 	(Carmen)	00:05		Slide Viewer	
2. Opening and Mid-Day Routines	Learn the Routines	Checklist Training (Carmen)	00:30		Slide	Access daily checklist in PlayerLync; view opening and mid day routine tutorials.
	Observe the Routines	Checklist	02:00		Slide	Shadow manager as they complete the routines
	Try the Routines	(Carmen/Bart)	02:00		Slide	Complete morning routines alongside manager Try the routines every day ALM Opens
	Practice the Routines		02:00		Slide	Complete morning routines with manager suppt Become certified middle of second week after all the practice ALM has had throughout week
	Knowledge Check	(Bart)	00:10		Std. Assess. - Text Based	
3. Certification for Opening and Mid-Day Routines	The Certification Process	(Bart)	00:05		Slide	Explanation of certification process
	Certification	(Bart)	02:00		Plus Assessment - Ratings	Manager to use certification tool to complete
4. Closing Routines	Learn the Routines	Checklist Training (Carmen)	00:15		Slide	Access daily checklist in PlayerLync; view opening and mid day routine tutorials.
	Observe the Routines	Checklist	01:00		Slide	Shadow manager as they complete the routines
	Try the Routines	(Carmen/Bart)	01:00		Slide	Complete routines alongside manager
	Practice the Routines		01:00		Slide	Complete routines with manager suppt
	Knowledge Check	(Bart)	00:10		Std. Assess. - Text Based	
5. Certification for Closing Routines	The Certification Process	(Bart)	00:05		Slide	Explanation of certification process
	Certification	(Bart)	01:00		Plus Assessment - Ratings	Manager to use certification tool to complete
Total Program Time			13:20			

Learning Activity Types

Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

Knowledge Check
 Skill Practice
 Certification

PROGRAM 3: THE 5 FIELD PRIORITIES - MAKE PLAN

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Introduction to Revenue Plan	Introduction <ul style="list-style-type: none"> • what is your plan • what impacts your plan 	(Bart)	00:05		Slide	
	Alterations Business Overview <ul style="list-style-type: none"> • huge revenue for the company (show revenue breakdown) 	Gen. Notes (Bart)	00:05		Slide	Graphic to show high level overview of percentages of overall revenue: Over \$60 million dollars annually. Money taken today determines sewing and pickup hours four weeks from now.
	Knowledge Check	(Bart)	00:05		Standard Assessment - Text Based	What's the best way to ensure you make your revenue plan
2. The Alterations Business Week	Introduction		00:05		Slide	Introduced to the concept that alterations week is made of different types of days, structured to help the business run efficiently
	How Our Alterations Business Runs <ul style="list-style-type: none"> • building future business • appointments taken for revenue days • garments sewn for pickup days • touch on how revenue drives payroll 	4-Week Turnaround Training on Intranet (Bart)	00:05		Slide Viewer	Appointments give you fitting hours or pickup hours, for the days the appointments. The revenue you take gives you sewing and pickup hours. Don't count the week you're in. Have you ever heard the saying, "time is money"? well in alterations, time is literally money. At david's we put that into action with the correlation between a dollar and how it translates into a dollar of sewing time. Just an internal metric to determine how long it should be taking us to complete certain tasks so that we run a profitable and productive alterations room.
	Day Types: <ul style="list-style-type: none"> • revenue day (first fitting day) • sewing day • pickup day Revenue Days Non-Revenue Days Sewing Days Pickup Days		00:10		Slide Viewer	High-level overview of day types
	Business Week Breakdown <ul style="list-style-type: none"> • Sunday is a 10% revenue plan day • Monday is a sewing day • Tuesday is a 40% revenue plan day • Wednesday is a pickup day • Thursday is a 40% revenue plan day • Friday is a pickup day • Saturday is a 10% revenue plan day 		00:05		Slide Viewer	Calendar view shows each day and its type. User clicks through a slide viewer or each day of the week. Do an example with 10,000 The goal is to know where you are every day. If you didn't make your full 10% then the next day isn't 40%, it's 40% plus what you didn't make it.
	Weekends/Peak Times <ul style="list-style-type: none"> • low appointments so you can be on the floor driving alts business and sales 		00:05		Slide	peak appointment times

Learning Activity Types

- Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

- Knowledge Check
 Skill Practice
 Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
	Review Sales Goal for Next Week's Revenue Days]	00:10		Slide	<ul style="list-style-type: none"> • write each goal (in %) on dashboard calendar • find next week's plan on dashboard • calculate the sales goal for each revenue day
	Knowledge Check		00:05 (48)		Standard Assessment - Text Based	Picture of Calendar – bride sets appointments this day, when would
3. The Alterations Reporting Dashboard	Introduction <ul style="list-style-type: none"> • what it is • what it does for your business 	(Bart)	00:05		Slide	Report card style report to show your strengths and to recognize opportunities. updated daily, it's a planning tool, but a performance and results tool to take action on what you need to do to make plan.
	How to Read the Dashboard	(Bart)	00:10		Slide Viewer	
	How to Run Your Business Using the Dashboard	(Bart)	00:20		Slide Viewer	
	Review Your Dashboard	(Bart)	00:15		Slide	Find and analyze metrics on your dashboard; discuss findings with manager
	Knowledge Check	(Bart)	00:05		Standard Assessment - Text Based	
4. The 5 Sales Drivers	The 5 Sales Drivers	(Bart)	00:10		Slide Viewer (2 slides)	which apply to alts: selling add-ons and scheduling appointments
5. Alterations Appointments (<i>indent if possible</i>)	Types of Appointments <ul style="list-style-type: none"> • first fitting appointments • pickup fitting appointments • instant-fits 	Gen. Notes	00:05		Slide	
	Fitting Room Opportunity	SME/Carmen	00:05		Slide	In an average store, each fitting room represents thousands of dollars of revenue opportunity. If you have more than one fitting room, this number doubles or quadruples
	Review Your Current Appointments		00:15		Slide	Review current alterations appointments; assess findings and present to store manager Tuesday – first fitting, review the alts dashb and determine how many fittings are reported, then go into EASE and see where those appointments are on that specific day, Ensure you are staffed. later you will learned how you can know if you're staffed. will help you prepare the resources you need. where can we have an instant fitting.
	Manager Sign-Off		00:05		Standard Assessment - Text Based	Do the participant's findings accurately reflect the state of current appointments?
	How Appointments Impact Business <ul style="list-style-type: none"> • activate prior knowledge (dashboard) • bridal conversion metric • dress conversion metric 		00:05		Slide	
	Knowledge Check		00:10		Std. Assess. - Text Based	

Learning Activity Types

Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

Knowledge Check
 Skill Practice
 Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
6. Selling Add-Ons and Customization <i>(indent if possible)</i>	🗨️ Introduction <ul style="list-style-type: none"> • how add-ons impact business 		00:10		Slide Viewer	
	📊 Knowledge Check		00:05 (48)		Standard Assessment - Text Based	
Total Program Time			02:55			

PROGRAM 4: THE 5 FIELD PRIORITIES - BUILD WINNING TEAMS








MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Your Role as Leader	🗨️ Introduction <ul style="list-style-type: none"> • individual contributor vs. leader • achieving results through others 		00:05			encourage collaborative environment
	🗨️ The 5 Steps of Leadership	Core Management	00:10		Slide Viewer with Click-to-Learns	<p>Action verb/ALM should be first: and then example that makes it alterations specific.</p> <p>Expectation: job descriptions. Example: overheard someone saying that's not my job; make the expectations clear to them using the job descriptions</p> <p>Education: Give support and training at a more specialized level to make sure they are good at both technical and customer service. Dedicated to training our alts specialist during onboarding, but we believe I developing their skills by providing ongoing training and coaching.</p> <p>Accountability: productivity standard and the quality of the work (you'll know because you don't want to have a lot of re-dos) Contributing to alterations appointments. Example: I saw you talking to five brides on the platform today but you only booked one appointment. What can I help with? Lasting impression – customers who leave David's need to be happy, if they are not, we need to hold someone accountable for that.</p> <p>Discipline: consistency in the behavior to be able to execute flawlessly – and consistent behaviors and results – everybody is on board doing the same thing. might have some people doing some things part of the time but we don't have everyone doing the right behaviors all of the time. if you go off track, the ALM is responsible for reeling her back in with coaching, etc. Mastering the daily routines. Example: Discipline to follow through and keeping to your word. Staying in role and addressing any areas that cause you to step out of role</p> <p>Rewards and Recognition: Motivating others, compassion, approachability.</p>

Learning Activity Types









🗨️ Slide 📺 Video 🗨️ Click-to-Learn 📱 Interactive iPad Activity 🗨️ On-Floor 🗨️ Independent 🗨️ Independent Reading 🗨️ Instructor-Led

Skill Validation Activity Types

📊 Knowledge Check 🗨️ Skill Practice 🗨️ Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
	 Retaining and Developing Your Team <ul style="list-style-type: none"> • Effective Teamwork • Safe and Respectful Work Environment • Productivity and Coaching 	Defer to Laura's Courses (Bart)	00:05		Slide Viewer	Specific items out of the matter of respect booklet and give some examples of what that means. (?)
2. Introduction to Coaching	 Your Role as Coach <ul style="list-style-type: none"> • what is coaching? • how it relates to the 5 steps of ldrshp. • how it impacts sales and service • how it impacts retention/engagement 	Defer to Laura's Courses (Bart)	00:10		Slide Viewer	
	 Types of Coaching <ul style="list-style-type: none"> • in-the-moment coaching • coaching for productivity • your responsibility to provide both 	Defer to Laura's Courses (Bart)	00:10		Slide	
	 Knowledge Check	(Bart)	00:05		Std. Assess. - Text Based	
3. Coaching in the Moment	 Introduction	(Bart)	00:05		Slide	
	 Learn the SBI Model	Exist. video with alts-specific scenarios (Jen)	00:05	YES	Video Player Standard	Watch SBI model video
	 Try the SBI Model	(Bart)	00:30		Slide	<p>Use SBI model to respond to practice scenarios; role play with manager using the below scenarios:</p> <p>#1: When a stylist comes in to alts to solicit the help of an alts specialist and she says I can't come now and doesn't want to go on the floor because she's "too busy". ALM overhears and takes care of it but then has a coaching with her. "She really needed your help, can you tell me more about that." " Impact is discouraging our stylist fro coming in to have us consult and book appointment and doing disservice to the customer." What could we do next time when we're really really busy and a stylist comes in? - - although I am busy, we do have the time to do a short consultation – it only takes a few minutes the customer comes first – we still do need a couple of appointments this week so that would have been a good opportunity.</p> <p>#2: I just wanted to share with you that a customer shared with me how great her alterations experience was and she's so appreciated not only the quality of work that you do but how you make her feel and how you took. Impact: she left so happy and so feeling so appreciated and valued and she booked her bridesmaid dress appointment.</p>

Learning Activity Types

 Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

 Knowledge Check
 Skill Practice
 Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
						<p>#3: ALM overhears a specialist call a customer fat. impact is customer became offended. Be really careful with language – people can be sensitive - talk about the gown, not the I think it's important for you to understand from he point of view how she perceived it. This may be the first tim you've heard this but she interpreted it as</p> <p>#4: forgets to remind the customer to bring shoes bra and slip.</p> <p>#5 Answering a customer's question and just saying thank you and walking away – Impact is not capturing the appointment, lost sales – the outcome is always use the interaction as a gateway to appointment.</p>
	👉 Coaching Opportunity Scenarios Workbook Activity	(Bart)	00:15			Review coaching opportunities listed in workbook and tell how you would coach; discuss answers with manager; correct answers shown in facilitator guide
	💬 Skill Practice: Use the SBI Model	(Bart)	00:15		Slide	Use SBI model to provide positive feedback to alterations associate in the moment
	📄 Manager Sign-Off	(Bart)	00:05		Standard Assessment – Text Based	Has the participant correctly used this model to coach an alterations associate?
4. Coaching for Performance	🖥 Introduction	(Bart)	00:05		Slide	Being a productive employee -
	📺 Learn the GROW Model	Exist. video with alts-specific scenarios	00:05	YES	Video Player Standard	Watch GROW model video
	🗣️ Try the GROW Model	(Bart)	00:30		Slide	<p>Use GROW model to respond to practice scenarios; role play with manager</p> <p>#1: Quality of work (re-dos) – G: Do it right the first time, no re-dos. R: Rushing through and did sloppy work or maybe the hem was uneven they were just careless. Maybe they've done a million straight hems, so they have the skill, but they'll have to do it over again because they're careless with special occasions cause they're not bridal gowns. Always be careful because every gown counts.</p> <p>#2: Not being comfortable booking appointments – not booking enough appointments G: We need to hit our appointment goal every week to drive our business (34 appointments_ R: not on track to make plan (only had 27) why do you think we can't seem to get our appointments – I don't feel comfortable with doing it. Don't want to be pushy. or maybe she doesn't know how to use EASE.</p> <p>O: what do you think we can do to help you learn how to book appointments with customers while you're on the phone or on the floor? Doing role playing with manager – or – observe someone who does that really well and shadow that person – or – review the training module for booking appointments. W: we can book an appointment and then cancel it afterward.</p> <p>#3: Carmen's Pricing Book Scenario (fully done)</p>

Learning Activity Types

Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

Knowledge Check
 Skill Practice
 Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
	Manager Sign-Off	(Bart)	00:05		Standard Assessment – Text Based	Has the participant correctly used this model to coach an alterations associate?
5. Recruiting and Hiring	Introduction <ul style="list-style-type: none"> • Your Role in Recruiting • Supporting SM in Hiring 	(Carmen)	00:05		Slide	
	Where to Recruit New Alterations Employees	(Carmen)	00:05		Slide	
	How to Recruit New Alterations Employees <ul style="list-style-type: none"> • Sample Scripts 	(Carmen)	00:05		Slide Viewer	
	Skill Practice: Recruit Me!	(Carmen)	00:05		Slide	Role-play with manager to recruit using given scenario.
	Manager Sign-Off	(Bart)	00:05		Standard Assessment - Text Based	Has the participant made a convincing case for working in David's Bridal alterations?
Total Program Time			04:25			

PROGRAM 5: THE 5 FIELD PRIORITIES - PROVIDE EXCELLENT CUSTOMER SERVICE

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Customer Service Standards	Introduction <ul style="list-style-type: none"> • service standards / our promise to her • impact of service / experience on future sales (i.e. social media, word of mouth) 	(Bart)	00:05		Slide	
	Service Standards / Our Promise to Her <ul style="list-style-type: none"> • listen to the customer • educate the customer • create value through education • ask permission • be clear about pricing and expectations 	(Jen/Bart)	00:15		HTML Viewer	Static slide with voice-over shows the five customer service standards. Make slide for each – and take info from old alts video notes User clicks on each customer service standard to see video of short interaction
	Types of Customer Interactions <ul style="list-style-type: none"> • first fittings • pickup fittings • on-platform consultation 	(Bart)	00:05		Slide Viewer	
2. Measuring the Service Experience	Introduction <ul style="list-style-type: none"> • why we measure • how we measure 	(Bart)				
	Yelp Results Review	Read anything in alterations any feedback to has to do with alterations or they could as alterations managers to be aware of to impact the level of the store in general.				Review Yelp Is there anything that having the manager on the floor visible could have prevented those from happening? What caused that to happen? Areas of opportunity and discuss action plan with manager. Jot down opportunities for improvement and coaching, and discuss results with manager.

Learning Activity Types

Slide Video Click-to-Learn Interactive iPad Activity On-Floor Independent Independent Reading Instructor-Led

Skill Validation Activity Types

Knowledge Check Skill Practice Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
	Knowledge Check	(Bart)			Standard Assessment – Text Based	
3. First Fittings	The First Fitting Process <ul style="list-style-type: none"> • 5 points of customer service during first fitting 	(Bart)	00:05		Slide	How to impact the customer experience during each type of fitting. Five points of a first fitting: Introduction introduced yourself Get dressed - explain bra and shoes, offer assistance getting into the gown. I would love to put your gown on you so I can show you the proper way to put a wedding gown on. – helping her out in front of the fitting room Consult: What are we going to do today what do you want to get accomplished today. Talking about how you want it to look and feel. How do you feel Pricing and getting permission to pin What's next – set your pickup appointment 0 try on gown bring stuff, etc.
	Observe a First Fitting Appointment	(Bart)	00:30		Slide	Observe alterations associate greet, consult, measure, pin, etc.
	Try a First Fitting Appointment		00:30		Slide	Role play with manager with coaching and support
	Skill Practice: Conduct a First Fitting Appointment		00:30		Slide	The certification process slide. . Manager has a sheet that looks like that app. then they go in the app and.
	Certification		00:05		Standard Assessment – Text Based	Has the participant showed the proper customer service skills necessary to conduct a first fitting appointment?
4. Pickup Fittings	The Pickup Fitting Process <ul style="list-style-type: none"> • service standards tie-in 		00:05		Slide	How to impact the customer experience during each type of fitting. Five points of a first fitting:
	Observe a Pickup Fitting		00:15		Slide	Observe alterations associate conduct a pickup fitting appointment. Five steps to a pickup fitting: Introduction introduce yourself Helping them get dressed "everything from first fitting" How do you feel in your alterations – confirm they are happy with the work that was done If they have a bustle , then have a bustle lesson. What's next – it's been pressed so hang it in a secure location and as you're transporting it from place to place, take care of it while it's in your position.
	Try a Pickup Fitting		00:15		Slide	Role play with manager with coaching and support
	Skill Practice: Conduct a Pickup Fitting		00:15		Slide	Role Play with manager
	Manager Sign-Off		00:05		Standard Assessment – Text Based	Has the participant showed the proper customer service skills necessary to conduct a pickup fitting appointment?

Learning Activity Types

Slide Video Click-to-Learn Interactive iPad Activity On-Floor Independent Independent Reading Instructor-Led

Skill Validation Activity Types

Knowledge Check Skill Practice Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
5. Platform Consultation	🗨️ Introduction <ul style="list-style-type: none"> • how platform consultations impact customer service • building rapport and trust 		00:05		Slide	Five points to platform consultation: Introduction Complement Ask Questions about their vision – what do you like to have done Don't assume Offer the appointment Thank them
	🗨️ Managing Her Expectations <ul style="list-style-type: none"> • 3 things we cannot do <ul style="list-style-type: none"> ○ make a long dress short ○ remove a train ○ custom coverage/custom sleeves 		00:05		Slide	
	🗨️🗨️ Observe a Platform Alterations Consultation		00:10		Slide	Observe alterations associate build rapport, and discuss fit
	🗨️🗨️ Try a Platform Alterations Consultation		00:30		Slide	Role play with manager with coaching and support
	🗨️ Skill Practice: Conduct a Platform Alterations Consultation		00:30		Slide	
	🗨️ Manager Sign-Off		00:05		Standard Assessment – Text Based	Has the participant showed the skills necessary to consult with a customer on the platform? Was the associate able to capture an appointment?
6. Managing Customer Service Issues	🗨️ Introduction		00:05		Slide	
	📺 Learn the SLAST Model	Exist. video with alts-specific scenarios	00:05	YES	Video Player Standard	Watch LAST model video
	🗨️🗨️ Try the LAST Model		00:15		Slide	Role play with manager, with coaching and support, to resolve a customer service issue
	👤 Customer Service Scenarios Workbook Activity		00:15			Solve customer service issues listed in workbook; discuss answers with manager; correct answers shown in facilitator guide
	🗨️ Skill Practice: Use the LAST Model		00:15		Slide	Role play with manager
	🗨️ Manager Sign-Off		00:05		Standard Assessment – Text Based	Has the participant showed skills necessary to resolve a customer service issue?
Total Program Time			05:10			

Learning Activity Types

🗨️ Slide 📺 Video 🗨️ Click-to-Learn 📺 Interactive iPad Activity 🗨️🗨️ On-Floor 👤 Independent 🔍 Independent Reading 🗨️ Instructor-Led

Skill Validation Activity Types

🗨️ Knowledge Check 🗨️ Skill Practice 🗨️ Certification

PROGRAM 5.5: OUT ON THE SALES FLOOR

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Introduction	What is Floor Time?	(Bart)	00:05			
	Why Spend Time on the Sales Floor?	(Bart)	00:10			
	Knowledge Check	(Bart)	00:05		Std. Assess. - Text Based	
2. Preparing for Floor Time	Appointment Goals <ul style="list-style-type: none"> using the Alterations Reporting Dashboard to plan appointment goals 	(Bart)			Slide Viewer	
	Sales Goals <ul style="list-style-type: none"> using the Alterations Reporting Dashboard to plan sales goals 	(Bart)				
2. Booking Alterations Appointments	Overcoming Stalls to Booking Appts.	(Bart)	00:05	YES		
	Partnering with Management and Sales Team	(Jen)	00:05	YES	Video Player Standard	Video showing opportunities to partner with store manager and sales team to get appts.
	Knowledge Check	(Bart)	00:05		Std. Assess. - Text Based	
Total Program Time			00:50			

PROGRAM 6: THE 5 FIELD PRIORITIES - MAINTAIN A BEAUTIFUL STORE

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Merchandise Quality	Introduction <ul style="list-style-type: none"> we are a take sale business all gowns pristine / aisle ready 		00:05		Slide	
	Perform Walkthrough on Sales Floor		00:15		Slide	Conduct a visual walkthrough of merchandise on the sales floor; discuss findings with manager
	Knowledge Check		00:05		Std. Assess. - Text Based	
2. Daily Housekeeping and Recovery Checklist	Introduction		00:05		Slide Viewer	<ul style="list-style-type: none"> recovery, maintenance, housekeeping?
	Learn the Housekeeping and Recovery Routines		00:15		Slide	Observe your manager performing housekeeping and recovery duties
	Skill Practice: Perform Housekeeping and Recovery Routines		00:15		Slide	Role play with manager
	Manager Sign-Off		00:05		Standard Assessment – Text Based	Has the participant completed the housekeeping and recovery routines to satisfaction?
3. Beautiful Stores Initiative	Introduction		00:05		Slide	
	Alterations Room Setup	Beautiful Stores Standard	00:05		Slide	
	Rate Your Alterations Room		15:00		Slide	Use the Beautiful Stores Initiative document to evaluate how your alterations room is set up; adjust according to standard if necessary.
	Knowledge Check		00:05		Std. Assess. - Text Based	
Total Program Time			01:35			

Learning Activity Types

Slide
 Video
 Click-to-Learn
 Interactive iPad Activity
 On-Floor
 Independent
 Independent Reading
 Instructor-Led

Skill Validation Activity Types

Knowledge Check
 Skill Practice
 Certification

PROGRAM 7: THE 5 FIELD PRIORITIES - MANAGE EXPENSES














MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Payroll	Introduction • how payroll works		00:05		Slide	
	Types of Payroll Hours • fitting hours • pickup hours • sewing hours • pressing hours • floor hours • corporate approved		00:05		Slide Viewer	
	How to Effectively Use Payroll Hours		00:15		Slide Viewer	Show effective usage scenarios for each type of payroll hour earned
	Allowable Hours vs BlueCube Hours • comparing these items on alterations reporting dashboard	SME/Carmen SME/Tim	00:10		Slide Viewer	
	How to Impact Payroll Hours		00:05		Slide	
	Skill Practice: Optimize Payroll hours		00:20		Slide	Analyze and optimize payroll hour usage using the following list of parameters: • list of hours given for sewing, fitting, pressing, floor management etc. • a list of employees scheduled this week and their roles • a front-of-store appointment schedule showing appointment peak times • a list of gown on the workline and the work that needs to be done to them
Manager Sign-Off		00:05		Standard Assessment - Text Based	Has the participant determined the best use of the payroll hours given?	
2. Scheduling	Introduction • Your Role in Scheduling	Seams (c. 2)	00:05		Slide	
	Effective Scheduling • appointments • employee strengths • business and workload needs • at least one customer-facing employee on every shift	Binder (p. 84)	00:15		Slide Viewer	
	Adjusting Schedules Based on Business	SME/Carmen	00:05		Slide	
	EASE Integration • how to avoid conflicts with EASE (maybe best moved to operational mastery II)	SME/Carmen	00:05		Slide	

Learning Activity Types









Slide Video Click-to-Learn Interactive iPad Activity On-Floor Independent Independent Reading Instructor-Led

Skill Validation Activity Types

Knowledge Check Skill Practice Certification

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES	
(? for MMP: Can Modules be indented in current app, to appear like a sub module? If so, make skill practices as sub modules)	 Skill Practice: Write an Effective Schedule		00:15		Slide	Write an effective schedule using the following list of parameters: <ul style="list-style-type: none"> • a list of employees and strengths • number of allowed payroll hours • a list of gowns on the workline and the work that needs to be done on them • a list of first fitting appointments • a list of pickup appointments 	
	 Manager Sign-Off		00:05		Standard Assessment - Text Based	Has the participant created an effective schedule for the given business needs?	
5. Alterations Waived Report	 Introduction		00:05		Slide		
	 Alterations Waived Report <ul style="list-style-type: none"> • monthly report • higher volume store 5-6 • lower volume store 1-3 		00:05	Slide			
	 Reasons for Waive <ul style="list-style-type: none"> •  customer repair •  manufacturer defect •  restoration •  warehouse downsize •  return for alterations •  altered marked out of stock 	Project Tools (General Notes)	00:10		Slide Viewer with Click-to-Learn	Audio or text descriptions of each reason	
	 Review Your Alterations Waived Report			00:10		Slide	Review and analyze alterations waived report; discuss with manager whether any waives could have been prevented
	 Knowledge Check			00:05		Std. Assess. - Text Based	
Total Program Time			03:15				

Learning Activity Types

 Slide
  Video
  Click-to-Learn
  Interactive iPad Activity
  On-Floor
  Independent
  Independent Reading
  Instructor-Led

Skill Validation Activity Types

 Knowledge Check
  Skill Practice
  Certification

PROGRAM 9: WEEKLY AND MONTHLY ROUTINES

MODULE	SECTION	MAT'L SOURCE	🕒	JEN	WIREFRAME	INTERACTIVITY/NOTES
1. Introduction	Introduction		00:05		Slide Viewer	
2. Weekly Routines	Learn the Routines	Checklist Training	00:30		Slide	Go through the training built-into the checklist
	Observe the Routines	Checklist	01:00		Slide	Shadow manager as they complete the routines
	Try the Routines		01:00			Complete weekly routines alongside manager
	Practice the Routines		01:00			Complete weekly routines with manager suppt
	Knowledge Check		00:10		Std. Assess. - Text Based	
3. Certification for Weekly Routines	The Certification Process		00:05			Explanation of certification process
	Certification		01:00		Plus Assess. - Ratings	Manager to use certification tool to complete
4. Monthly Routines	Learn the Routines	Checklist Training	00:15		Slide	Go through the training built-into the checklist
	Observe the Routines	Checklist	00:30		Slide	Shadow manager as they complete the routines
	Try the Routines		00:30			Complete routines alongside manager
	Practice the Routines		00:30			Complete routines with manager suppt
	Knowledge Check		00:10		Std. Assess. - Text Based	
5. Certification for Monthly Routines	The Certification Process		00:05			Explanation of certification process
	Certification		00:30		Plus Assessment - Ratings	Manager to use certification tool to complete
Total Program Time			07:20			
Total Course Time			45:00			

Learning Activity Types

Slide Video Click-to-Learn Interactive iPad Activity On-Floor Independent Independent Reading Instructor-Led

Skill Validation Activity Types

Knowledge Check Skill Practice Certification