















store manager scheduling









TRAINING DESIGN OUTLINE

MONDAY, MARCH 1

PROGRAM 1: SCHEDULING CSRS

MODULE	SECTION	MAT'L SOURCE	🕒	MM	WIREFRAME	INTERACTIVITY/NOTES
1.1 Optimized Scheduling for CSRs	 Scheduling Principles <ul style="list-style-type: none"> • always fully staffed with core and flex teams • set schedules (4-hour shifts) • Saturday and Sunday busiest days • decision driver: tasks 				slide viewer	
	 Optimized Scheduling Overview				HTML5 animation	
	 CSR Scheduling Guidelines				HTML animation	
	 Knowledge Check				quiz	
1.2 Create Your Base Schedule	 How to Create Your Base Schedule				HTML5 video	
	 Activity: Create Your Base CSR Schedule				slide viewer	
	 Knowledge Check				quiz	
1.3 Create Your Weekly Schedule	 How to Create Your Weekly Schedule				HTML5 video	
	 Activity: Create a Weekly CSR Schedule				slide viewer	
	 Knowledge Check				quiz	
1.4 Seasonal CSR Scheduling	 Your Seasonal Team <ul style="list-style-type: none"> • 4/6/8 hour shifts (?) • always be fully staffed with core first 				slide viewer	
	 How to Schedule Seasonal CSRs				HTML5 video	
	 Activity: Create Your Seasonal CSR Schedule				slide viewer	
	 Knowledge Check				quiz	
Total Program Time				00:00		


















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

PROGRAM 2: SCHEDULING STYLISTS

MODULE	SECTION	MAT'L SOURCE	🕒	MM	WIREFRAME	INTERACTIVITY/NOTES
1.1 Optimized Scheduling for Stylists	 Scheduling Principles <ul style="list-style-type: none"> • always fully staffed with core and flex teams • set schedules (4-hour shifts) • Saturday and Sunday busiest days • decision drivers: appointments and revenue 				slide viewer	
	 Optimized Scheduling Overview				HTML5 anim.	
	 Appointments and Scheduling				HTML5	
	 Activity: Determine Appointment Potential				slide viewer	
	 Activity: Determine Scheduling Needs					
	 Knowledge Check				quiz	
1.2 Create Your Base Schedule	 How to Create Your Base Schedule				slide viewer	
	 Activity: Create Your Base Stylist Schedule				slide viewer	
	 Knowledge Check				quiz	
1.3 Create Your Weekly Schedule	 How to Create Your Weekly Schedule				HTML5	
	 How to Adjust for Business				HTML5	
	 Activity: Create Your Weekly Stylist Schedule				slide viewer	
	 Knowledge Check				quiz	
1.4 Seasonal Stylist Scheduling	 Your Seasonal Team <ul style="list-style-type: none"> • dress specialist • 4/6/8 hour shifts (?) • always be fully staffed with core first 				slide viewer	
	 How to Schedule Seasonal Stylists				HTML5 video	
	 Activity: Create Your Seasonal Stylist Schedule				slide viewer	
	 Knowledge Check				quiz	
Total Program Time				00:00		







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









PROGRAM 3: SCHEDULING MANAGERS

MODULE	SECTION	MAT'L SOURCE	🕒	MM	WIREFRAME	INTERACTIVITY/NOTES
1.1 Optimized Scheduling for Managers	 Scheduling Principles <ul style="list-style-type: none"> • scheduling drivers • 3-week rotating schedule 				slide viewer	
	 Manager Scheduling Guidelines				HTML5 anim.	
	 Knowledge Check				quiz	
1.2 Create Your Manager Schedule	 How to Create Your Manager Schedule				HTML5 video	
	 Activity: Evaluate Your Manager Schedule				slide viewer	
	 Knowledge Check				quiz	
Total Program Time				00:00		

PROGRAM 4: SCHEDULING ALTERATIONS

MODULE	SECTION	MAT'L SOURCE	🕒	MM	WIREFRAME	INTERACTIVITY/NOTES
1.1 Optimized Scheduling for Alterations	 Scheduling Principles				slide viewer	
	 Optimized Scheduling Overview				slide viewer	
	 Activity: Determine Something(?)				slide viewer	
	 Knowledge Check				quiz	
1.2 Create Your Weekly Schedule	 How to Create Your Weekly Schedule				slide viewer	
	 How to Adjust for Business				slide viewer	
	 Activity: Create Your Weekly Alterations Schedule				slide viewer	
	 Knowledge Check				quiz	
1.3 Seasonal Alterations Scheduling	 Your Seasonal Team				slide viewer	
	 How to Schedule Seasonal Alterations Associates				slide viewer	
	 Activity: Create Your Seasonal Alterations Schedule				slide viewer	
	 Knowledge Check				quiz	
Total Program Time				00:00		

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