



**LEADERS HOLDING CO.<sup>TM</sup>**

Est. 1971

## Level One Retail Training Outline Week 2

### Table of Contents

Day 1 .....	2
Day 2 .....	3
Day 3 .....	4
Day 4 .....	5
Day 5 .....	6

## Day 1

	Subject	Where	Understood	Need more help
Who				
	Store Tour	Heads up selling or Store Systems?		
	Introduction to Team Members	Make a supporting document		
	Open Close Checklist	R:\8 About Store Procedures\2.0 General Store Procedures\2.1 & 2.2		
	NetSuite Practice	One Hour		
	NetSuite Practice	One Hour		
	Product Focus – What Determines Price	R:\7 About Product, Vendors and Warranty\About Product Materials and Construction		
	R Drive Topic	????		
	Shadow Customer #1	Take A Way		
	Shadow Customer #2	Take A Way		
	Shadow Customer #3	Take A Way		
	Review and Check For Understanding			

## Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Day 2

	Subject	Where	Understood	Need more help
Who				
	Open/Close Checklist	R:\8 About Store Procedures\2.0 General Store Procedures\2.1 & 2.2		
	NetSuite Practice	One Hour		
	NetSuite Practice	One Hour		
	R Drive Topic	????		
	Shadow Customer #1	Take A Way		
	Shadow Customer #2	Take A Way		
	Shadow Customer #3	Take A Way		
	Review and Check For Understanding			

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## Day 3

	Subject	Where	Understood	Need more help
Who				
	Open/Close Checklist	R:\8 About Store Procedures\2.0 General Store Procedures\2.1 & 2.2		
	NetSuite Practice	One Hour		
	NetSuite Practice	One Hour		
	R Drive Topic	????		
	Shadow Customer #1	Take A Way		
	Shadow Customer #2	Take A Way		
	Shadow Customer #3	Take A Way		
	Review and Check For Understanding			

## Notes

[illegible]

## Day 4

	Subject	Where	Understood	Need more help
Who				
	Open/Close Checklist	R:\8 About Store Procedures\2.0 General Store Procedures\2.1 & 2.2		
	NetSuite Practice	One Hour		
	NetSuite Practice	One Hour		
	R Drive Topic	????		
	Shadow Customer #1	Take A Way		
	Shadow Customer #2	Take A Way		
	Shadow Customer #3	Take A Way		
	Review and Check For Understanding			

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## Day 5

	Subject	Where	Understood	Need more help
Who				
	Open/Close Checklist	R:\8 About Store Procedures\2.0 General Store Procedures\2.1 & 2.2		
	NetSuite Practice	One Hour		
	NetSuite Practice	One Hour		
	R Drive Topic	????		
	Shadow Customer #1	Take A Way		
	Shadow Customer #2	Take A Way		
	Shadow Customer #3	Take A Way		
	Review and Check For Understanding			

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## Retail – After Training Class In Store R Drive Review

Subject		Where	Good	Help
Who	R Drive Topics			
	1.7 8+ Year Team Member	R:\1 About Benefits, Pay and Human Resources		
	1.8 Company Discounts	R:\1 About Benefits, Pay and Human Resources		
	1.9 Team Member Referral Bonus	R:\1 About Benefits, Pay and Human Resources		
	1.10 Laptop Purchase Program	R:\1 About Benefits, Pay and Human Resources		
	1.55 Store Team Hours Policy Procedure	R:\1 About Benefits, Pay and Human Resources		
	8.1 Stores-Emergency Opening and Closing Procedures	R:\1 About Benefits, Pay and Humane Resources		
	Review Cash Wrap Book	R:\2 About Cash Wrap \Cash Wrap Book		
	3.0 Writing a Manual Sale on Paper & Taking a Deposit	R:\3 About Customers and Orders		
	3.6 Tax Exempt Customer	R:\3 About Customers and Orders		
	Current Fabric List	R:\4 About Easels, POP Pricing		
	Sign Book Outline	R:\4 About Easels, POP Pricing		
	2.4 Distribution Center Same Day Pickup	R:\6 About Delivery, Shipping and Transfers		
	6.5.1 Retail Shipping Disclaimer Form	R:\6 About Delivery, Shipping and Transfers		
	3.0 Embroidered Toss Pillows	R:\7 About Product, Vendors and Warranty		
	7.14 Perfect Fit How To	R:\7 About Product, Vendors and Warranty		
	7.32 Do you know Toss Pillows?	R:\7 About Product, Vendors and Warranty		
	7.34 Do you Know we are going Green?	R:\7 About Product, Vendors and Warranty		
	7.76 Treasure Garden Product Info Sheet	R:\7 About Product, Vendors and Warranty		
	7.76.2 Treasure Garden Snapshot	R:\7 About Product, Vendors and Warranty		
	2.11 Instagram Reference Library	R:\8 About Store Procedures		
	2.50 Clearance Locations by Priority	R:\8 About Store Procedures		
	9.4 Using Your Personal Device in a Retail Showroom	R:\9 About IT, Computers and Telephones		
	3.11 Contract Sales	R:\13 About Contract, Designers and Rentals		
	3.14 Designer Sales	R:\13 About Contract, Designers and Rentals		