

## WEEK 03

## SYSTEM INFORMATION

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**Attention Store General Manager: \*UPDATE\* TCE for Cashiers**

**Effective Immediately:** The Complete Experience (TCE) related to the Cashier Profile has been updated.

All stores received a memo in the Week 2 Mailbag.

You will be required to use the new document to train **new cashiers** as an ILT (Instructor Lead Training). Your existing cashiers are **not required** to retake CA 201 CRO. Please complete the following to confirm all cashiers and managers have completed a review of the changes:

- Print off a Training Saturation Report for the Cashier and Manager profile
- Print off this email to call out the key points
- Attach the saturation report and this email to the training tools from P2L.
  - Review the Cashier TCE changes on **Page 2 of the Facilitators Guide**
  - Explain Sales Assoc. 6666 and why the term “Walk-up” has been removed.
- Once you have reviewed these points with your cashiers/managers check them off of your training saturation report.
- When you have completed your review with each cashier/manager, **email your District Manager**, outlining your team has received the updated training. **Please submit your email to your District Manager by Friday, February 19, 2016.**
- Reminder: Use the Huddle Focus Guide (posted in WK 1) as a reference during your discussions.

If you have any questions or concerns please contact your Regional Systems Trainer.

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**Action Required: ST 201 Work Orders Update Memo**

Attention Store Management Team,

On February 5, the ST 202 Work Orders Assessment was updated from a 2011.2 version to a 2016.0 version in order to accommodate the recent change in how long we need to store work orders in the Service Shop (from 5 years up to 7 years). We grandfathered the employees that completed the old version of the assessment into the new version.

The passing score for the ST 201 Work Orders Assessment is 100% as the risk associated with incorrectly managing work orders requires a full understanding of the process.

When the users who had taken the old course were grandfathered into the new course, an issue with the reporting process for the old course (2011.2) was discovered.

When a user took the old Work Orders course, Power2Learn could recognize that if a user got 100%, they had passed the course, and when they got 92% (or anything less than 100%), they had failed. However, when this information was sent to the Corporate Web Portal, the portal was interpreting any score over 80% as a passing score, which is incorrect.

Unfortunately, this has given an inaccurate saturation score for this course, that has only since been fixed by the upload of the new course (2016.0). Now that the reporting has switched to the new course, it means that every user who had not received 100% on the old course, was not grandfathered into the new course.

**Action Required**

Use the Corporate Web Portal to pull a saturation report for all Cash Advisors, Service Shop Advisors, and Management for the Work Orders course for both the 2011.2 and 2016.0 versions. **Any users who show a score as less than 100% on the old course and no longer show as completed on the new course will need to complete the ST 201 Work Orders Assessment 2016.0 and achieve 100%.**

**All users affected are required to complete this by March 4, in order to get ahead of the audit.**

If you have any questions or concerns, please contact Jackie Nicolls at [Jaclyn.Nicolls@fglsports.com](mailto:Jaclyn.Nicolls@fglsports.com) or 403 717-1703.

## State of the Union

In your News Feed folder you will find a document designed to provide updates on the allocation and distribution of product to your stores. The Merchandising Group State of the Union report will come out every 2 weeks and will highlight the following:

### Inventory flow and distribution strategy by category

- This is general information that include the following:
  - What's coming from the DC and the strategy behind the flow of the product
- Any product that is late arriving in the DC
- General DC updates
- **DC stock issues by category**
  - This section highlights product that is either very low in stock or completely out of stock in the DC
  - This section will be especially valuable when you are filling out your product feedback forms

Please ensure that you reference it in advance of sending in a form as it may contain the answer to your question.

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## NEVADA BOB'S GOLF

### TaylorMade M2 Product

A few doors may have put their NEW M2 Family of products on the sales floor. It has been confirmed that the competition does not in fact have their goods on the floor for sale, but only Pre-Sale Demo Units are displayed.

Please pull any M2 Family of products from your sales floor before the weekend and wait until the official launch date of February 19 to put them back out. However, if you have proof that the competition in your local area has jumped the gun and put their M2 Family of products out for retail sale before that date, feel free to follow suit.

Please contact Matt McBride at [Matt.McBride@fglsports.com](mailto:Matt.McBride@fglsports.com) or 403 717-1475 if you have any questions.

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## CONTESTS

### Attention Store General Managers: Monster Sales Contest



**Monday February 1 through to February 29, Sport Chek stores will have the chance to win an all staff prize!**

The Monster sales contest is underway! Sell Monster product and your store will receive ballots for a chance to win Monster iSport Strive Headphones for all employees at the store. Check the contest poster for full details.

The top five stores with the most sales in each tier are listed below. Full results are available on the Ops Portal in the Staff Contests folder. Good luck! **Remember, you are playing for an all staff prize!**

MONSTER SALES CONTEST WEEK 01		
TIER A	TIER B	TIER C
SC 232 SPRUCE GROVE	SC 282 PINE CENTRE	SC 389 MEADOWLANDS POWER CENTRE
SC 364 BRANDON SHOPPERS WORLD	SC 277 EDMONTON CITY CENTRE	SC 5149 8K SMITHERS
SC 392 METROPOLIS	SC 329 SOUTHLAND MALL	SC 395 HILLCREST MALL
SC 316 KINGSWAY GARDEN MALL	SC 303 SUNRIDGE MALL	SC 239 BRAMPTON TRINITY COMMONS
SC 308 SOUTHPARK	SC 279 SARNIA	SC 262 TIMMINS

# IMPACT PLAYERS

★ Week 01 FY17 Sales 100%+ vs. LY ★

Congratulations to the management and teams who achieved 110% or greater comp sales.

	SALES % CHG		SALES % CHG		SALES % CHG
SC 355 SQUARE ONE	206.0%	SC 279 SARNIA	125.7%	SC 364 BRANDON SHOPPERS WORLD	117.0%
SC 327 BROADWAY & ONTARIO	187.5%	SC 262 TIMMINS	125.4%	SC 329 SOUTHLAND MALL	117.0%
SC 5133 8K TERRACE	178.2%	SC 5144 8K GRAND FALLS - WINDSOR	125.1%	SC 344 STRAWBERRY HILL	116.8%
SC 375 YORKDALE	173.9%	SC 5139 8K SUMMERSIDE	125.1%	SC 265 ST.VITAL	116.3%
SC 201 CORNER BROOK PLAZA	167.3%	SC 299 LIMERIDGE MALL	125.1%	SC 342 SASKATOON	116.1%
SC 322 CATARAQUI	156.4%	SC 258 DARTMOUTH CROSSING	124.7%	SC 328 MEADOWTOWN CENTRE	116.0%
SC 256 MAYFLOWER MALL	148.0%	SC 357 HYLANDS	124.7%	SC 319 NIAGARA SQUARE	115.8%
SC 348 EMERALD HILLS CENTRE	145.9%	SC 392 METROPOLIS	124.6%	SC 237 CORNWALL	115.6%
SC 334 PARK ROYAL	145.9%	SC 371 VILLAGE SHOPPING CENTRE	123.9%	SC 313 MEDICINE HAT	115.2%
SC 5119 8K CRANBROOK	145.0%	ATM 7410 POLO PARK NORTH	123.8%	SC 5132 STOUFFVILLE	115.1%
SC 340 BRAMALEA CITY CENTRE	141.7%	ATM 158 SOUTHLAND MALL	123.3%	SC 282 PINE CENTRE	115.1%
SC 5125 MARINE DRIVE	141.5%	ATM 100 KITSILANO	122.8%	SC 242 LONDON NORTH	115.1%
SC 349 QUINTE MALL	141.4%	SC 346 POLO PARK	122.7%	SC 263 EGLINTON CORNERS	114.9%
SC 5120 HILLSIDE MALL, BC	138.6%	SC 323 PEMBROKE	122.6%	SC 213 WOODSTOCK	114.7%
SC 363 PORT COQUITLAM	138.3%	SC 276 LOUGHEED MALL BURNABY	122.5%	SC 290 VICTORIA BAY CENTRE	114.3%
SC 246 BIG BEND CROSSING	138.2%	SC 5115 8K YARMOUTH	122.4%	SC 278 VILLAGE GREEN VERNON	114.0%
SC 359 INTERCITY MALL	137.9%	SC 238 DUNCAN	122.2%	SC 354 PROMENADE	114.0%
ATM 7411 GUILDFORD	137.4%	SC 345 LINDEN RIDGE	121.9%	SC 253 WHITBY	113.9%
SC 291 WHITE OAKS	136.8%	SC 335 KELOWNA	121.7%	SC 288 MILTON CROSSROADS	113.8%
ATM 7402 KELOWNA	135.7%	ATM 107 CALGARY	121.4%	SC 294 HEARTLAND	113.7%
SC 272 RICHMOND CENTRE	135.7%	SC 380 CHARLOTTETOWN	121.1%	SC 377 FAIRWAY BEST MALL	113.3%
SC 369 GUILDFORD TOWN CENTRE	135.7%	SC 284 REGENT MALL	120.8%	SC 5143 YORKTON	113.2%
SC 224 8K NORTH BATTLEFORD	133.4%	SC 362 OSHAWA	120.8%	SC 292 PEN CENTRE	112.6%
SC 5114 8K GANDER MALL	133.2%	SC 219 BEDFORD	120.5%	SC 347 KILDONAN	112.5%
SC 370 BAYERS LAKE	132.2%	SC 394 DEVONSHIRE MALL	120.5%	ATM 7403 COUNTRY CLUB	112.4%
SC 5148 BARRIE - SOUTH	131.2%	SC 5118 WINNIPEG UNICITY	120.4%	SC 393 CHATHAM	112.1%
SC 367 HERITAGE PLACE	129.5%	SC 298 LANSDOWNE PLACE	120.1%	SC 320 ST. ALBERT	112.0%
SC 385 WILLOWBROOK	129.1%	ATM 162 LANGLEY POWER CENTRE	120.0%	SC 254 NORTHUMBERLAND	111.9%
SC 366 COTTONWOOD	129.0%	SC 245 HIGHLAND SQUARE MALL	120.0%	SC 311 PARK PLACE MALL	111.8%
SC 5113 COURTENAY	129.0%	SC 227 8K LINDSAY	119.4%	SC 267 PEACHTREE SQUARE	111.6%
SC 336 ISLAND HOME CENTRE	127.3%	SC 243 SHERWAY GARDENS	119.0%	SC 5117 8K OKOTOKS AB	111.5%
SC 339 GATEWAY	126.6%	SC 308 SOUTHPARK	118.5%	SC 283 WOODBRIDGE	110.8%
SC 368 SEVENOAKS SHOPPING CENTRE	126.4%	SC 5150 8K WILLIAMS LAKE	118.4%	SC 257 APPLEBY CROSSING	110.4%
SC 264 RIOCAN MARKETPLACE	126.0%	SC 275 WESTRIDGE PLACE	118.4%	SC 382 FESTIVAL MARKETPLACE	110.3%
SC 271 ST. CATHARINES	125.7%	SC 386 STATION MALL	117.4%	SC 5129 OSHAWA NORTH	110.0%
ATM 7404 WEST OAKS	125.7%	SC 317 WINSTON POWER CENTRE	117.2%		

# PLAYBOOK SUBMISSIONS

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Please send stories, pictures and info on all the great things you and your team are doing to live a Healthy and Active Lifestyle. Pictures should be in high resolution, color; vertical images are better for the covers. Please include names, dates and places for all your pictures. A one or two paragraph story needs to accompany the images. Make sure we see your safety gear, such as helmets being used. Sending a larger file is going to make it for a better image on the cover! So, you may need to send a CD or USB stick if you like too! Please refrain from any pictures that are depicting dangerous or inappropriate content. Thank you!

Email them to [Playbook@fglsports.com](mailto:Playbook@fglsports.com).