



# Period Objectives

INSPIRING CANADIANS TO  
**live healthy**  
ACTIVE LIVES

PERIOD 1 - FY17

PRICING  
PROMOTION

Objective:	Responsible:	Date:	Completed:
• Price sweep Bikes			
• Footwear \$.88 markdown complete by WK1			
• Apparel \$.88 markdown complete by WK2			
• Maintain clearance presence in each department			

CLEAN  
STORES

Objective:	Responsible:	Date:	Completed:
• Complete a deep clean and re-set of back room and replenishment staging areas in preparation for new season deliveries			
• SGM to complete a store deficiencies walk-through (paint touch-ups etc.) and determine plan for P2 execution			

PRESENTATION

Objective:	Responsible:	Date:	Completed:
• Read and follow all presentation directives contained in the Monthly Business Review for each department on OPS Portal			
• Ensure a selection of aged Bikes built and displayed on the floor by end of WK 4			
• Complete refresh of Apparel clearance area by WK3			
• Re-set NBG flex spaces for spring deliveries as per DM direction			

CUSTOMER  
SERVICE

Objective:	Responsible:	Date:	Completed:
• Utilize period Huddle Guide (TCE 2.0 for Cashiers implications) as a resource for Huddles as required, on OPS Portal in Training file			
• SGM to complete Fitting Room Focus exercise as per guide direction, on OPS Portal in Training file			

PEOPLE /  
STAFFING

Objective:	Responsible:	Date:	Completed:
• Continued execution of Annual Performance Review Process			
• Utilize Managers Meeting Guide (using Monthly Business Review Resources) during WK 1 meeting, on Ops Portal in Training file			
• Complete seasonal baseline training by department as required – SA102 Bikes / SA102 Technical Apparel SA102 Racquets / SA102 Soccer/ SA 102 Sunglasses and Tech Accessories			

SERVICE SHOP

Objective:	Responsible:	Date:	Completed:
• Ensure Service Shop Appointment Book is effectively used to manage Winter Service volume			
• Customer Service expectations around Service Shop reviewed with all Technicians and HG advisors			
• Review E.A.S tagging procedure compliance on all goods in Service Shop			
• All Service Shop Technicians 100% certified in all binding manufacturers on P2L and in Binder			

OH&S  


Objective:	Responsible:	Date:	Completed:
• Complete Monthly Action Plan Elements and submit documents to your District Manager as required			

OPS  
OBJECTIVES  


Objective:	Responsible:	Date:	Completed:
• Execute Peer Audit process as per District Managers direction			
• Complete general file clean-up as per overview document, on Ops Portal in News Feed tile			