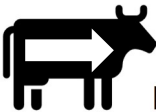





Training Opportunity Proposal: Cheery Cow Express Deliveries

Training: Instructor-led, in-person
Customer Service Department Representatives and
Analysts placed in instructional groups

Delivery: Powerpoint, interactive Slido
Employee Success Instructors to enroll all participants through LMS

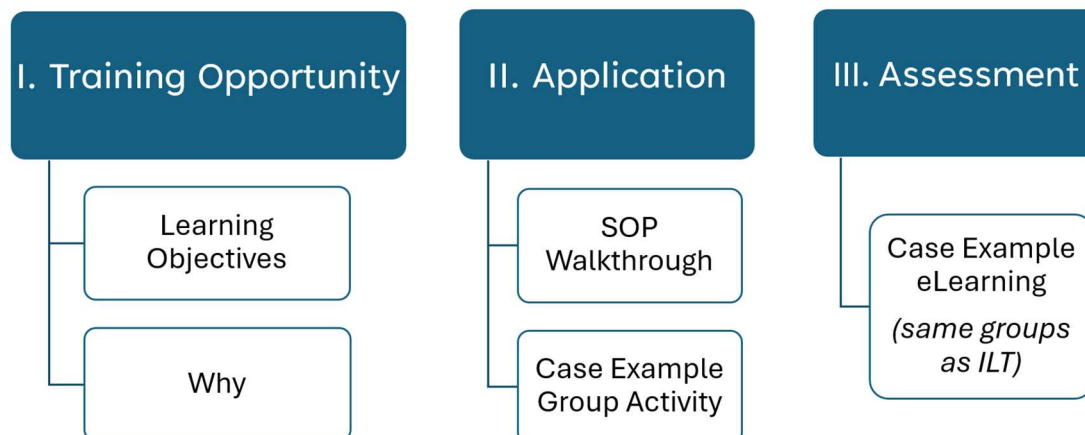
Training Opportunity

 <p>Customer orders with little to no lead time</p>  <p>Not within freight schedules arranged with our contracted fleet companies</p>	<p>... results in</p>  <p><i>Express Deliveries</i> 3x cost delivery/mile compared to regular schedule</p>	<p>Additional Considerations Frequent time crunch to resolve issues due to high order volume can result in:</p>  <p><i>*not vetting new delivery time/date with customer.</i> <i>*excess in returned, unsaleable goods</i></p>
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Post-Training Customer Service Competencies

- Critically assess about express freight *need per order*
- Account for new delivery date time logistics, vet with customer receiving
- Communicate and invite customer to adjust regular order schedule upon observing express delivery pattern

Training Program Structure



Collaboration

GiGi Yparraguirre-Ong	Project SMEs
<ul style="list-style-type: none">• ILT Deck/Script• Process mapping, express deliveries, critical thinking context• ILT eLearning assessment• ILT session facilitation	<ul style="list-style-type: none">• Business context support (in-depth, technical heavy case examples)• Training content vetting for accuracy<ul style="list-style-type: none">- Review of SOPs and assessment• SME facilitation assistance during ILT