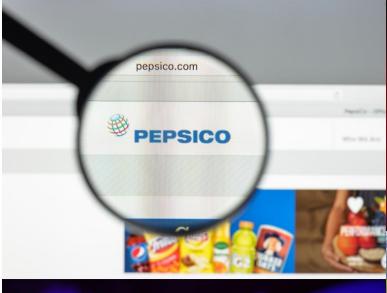
**PEPSICO** 

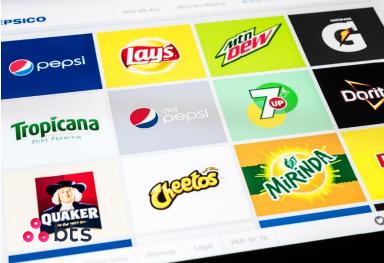
Simulation Experience

















#### Simulation Experience

# **UGM**

- A. **Prepare for Weekend Readiness** Connect with managers to prepare for the weekend. Align on priorities and back-up plans for call-outs.
- B. **Conduct Sales Execution Meetings** Connect with small-format and large-format teams to align on execution status for the week.
- C. Plan for Next Week Identify next week's focus areas based on MD priorities. Plan your schedule accordingly.
- D. **Conduct Coaching Event** Conduct a coaching event with the SDL or Service teams. Use coaching documents to share wins and opportunities.
- E. **Complete Store Visits/Audits** Visit stores and follow the PREMIER and P.E.P.S.I sales processes, interacting with store managers and resolving issues.
- F. **Conduct Staffing Interviews and Onboarding** Interview candidates and submit results. Plan and execute new hire onboarding as needed.
- G. **Conduct One-on-One Meetings with Managers** Conduct one-on-one meetings with direct reports. Plan and schedule meetings to establish a regular cadence of questions.
- H. **Sell to Wired and Key Accounts** Build relationships with wired and key accounts. Maximize selling opportunities and follow up.
- I. **Complete Volume and Labor Forecasts** Complete a volume forecast for the week. Then, complete a labor forecast for the week and review with the team.
- J. **Review and Communicate PTD/YTD Results** Analyze PTD/YTD results and communicate to your team any change related to volume, execution, service, or promotional activity.
- K. **Conduct Tours for your Leadership Team** Conduct a tour for your leadership team, sharing data on your location's sales, execution, and service.
- L. **Execute Safety Inspections** Execute Safety, Environmental, and Food Safety inspections, using the correct forms.
- M. Attend Merchandiser and Driver Meetings Attend merchandiser and driver meetings to show support and to discuss opportunities.

Copyright © BTS 2019

PepsiCo • 1



#### Simulation Experience

- N. **Conduct Team Staff Meeting** Conduct a staff meeting to review and discuss objectives. Communicate region priorities to set expectations.
- O. Attend GTM Initiative Calls Attend Go-to-Market (GTM) initiative calls in accordance with follow-up or planning meetings.

# **SDL**

- A. **Conduct One-on-One Meetings** Prepare and complete one-on-one meetings with your employees, each 5-7 minutes in duration.
- B. Post Next-Period Sales Planner Review, strategize, and communicate next-period sales planners.
- C. **Complete Volume Forecast** Build a new volume forecast based on trends from sales data and the cause-of-change report.
- D. **Develop Merch Weekend Plan** Meet with the Merch Manager and other SDLs to ensure that a strong weekend plan is in place.
- E. Attend UGM Check-In Call Attend the UGM check-in call to report out WTD results on top line, execution, and service.
- F. Attend Market Director Call Attend the Market Director call to learn strategic priorities.
- G. **Conduct Team Meeting** Conduct a team meeting to review and discuss weekly objectives. Highlight the location's top priorities.
- H. **Sell to Wired and Key Accounts** Build relationships with wired and key accounts. Maximize selling opportunities using the P.E.P.S.I. sales process and follow up on accountabilities.
- I. **Complete Staffing Interviews** Post requisitions for open front-line staffing positions, interview candidates, and submit results.
- J. **Conduct PREMIER/P.E.P.S.I. Training** Train front-line employeeson PREMIER/P.E.P.S.I., testing at each phase and completing certifications.
- K. **Complete Store Visits/Audits** Complete store visits following PREMIER and P.E.P.S.I. sales processes. Interact with managers and resolve issues.
- L. **Respond and Recover Out-of-Stocks** Resolve any out-of-stocks. Confirm that the warehouse manager and UGM are aware of the gap.

Copyright © BTS 2019

PepsiCo • 2



#### Simulation Experience

- M. Complete Safety Training Prepare for safety training according to the training calendar.
- N. **Stage/Deliver Perm Merch** Ensure that the placement of the Perm Merch is staged and delivered according to the location strategy.
- O. **Complete Inventory Perm Merch** Ensure that the Perm Merch is cleaned out. Dispose of outdated material and properly store new inventory.

# Merch Lead

- A. Attend UGM Meeting Attend the weekly UGM meeting to review objectives and to share results. Disseminate information to your team.
- B. **Complete Customer Visits** Complete customer visits using the PREMIER and P.E.P.S.I. processes. Interact with store managers and resolve issues.
- C. **Plan for Next Week** Identify focus areas that match with UGM priorities. Then prepare your schedule accordingly.
- D. **Conduct Onboarding** Execute new hire onboarding as needed, ensuring that the Front-line Playbook is followed.
- E. **Conduct Coaching Event** Complete a quality coaching event using the COACH model. Use Briefcase to share wins and opportunities.
- F. Plan Weekend Coverage Ensure that the location has Merch coverage over the weekend, determining who's on call and how to cover.
- G. **Complete Safety Training** Conduct safety training, performing Red Flag observations in accordance with EHS requirements.
- H. **Conduct Team Meeting** Conduct a team meeting to review and discuss weekly objectives and to inform the team on UGM priorities.
- I. Validate MPM Validate MPM by updating routes, customer data, and schedules.
- J. **Drive Accountability** Schedule in-trade customer visits to drive accountability and to validate on-time starts by employees.
- K. Manage Waste Validate that the team is managing waste by monitoring back rooms for stacking and rotation.

Copyright © BTS 2019



#### Simulation Experience

- L. **Conduct Interviews** Post requisitions for open front-line staffing positions, interview candidates, and submit results.
- M. **Complete Labor Forecast** Complete a labor forecast for the time frame requested based on the trend of hours and the volume forecast. Adjust to achieve the cost plan and forecast.
- N. **Conduct Roundtable** Schedule, plan, and execute a roundtable, using the Roundtable Toolkit provided by HR.
- O. Adjust Labor to Volume Flex labor daily based on WTD volume. Set hours to achieve the cost plan.

# **Delivery Lead**

- A. **Conduct Coaching Event** Complete a quality coaching event, communicating with the driver through a posted calendar or a conversation.
- B. **Communicate with SDLs** Communicate with SDLs about delivery opportunities that may arise throughout the day.
- C. **Distribute Schedule** Distribute the next-day schedule and dispatch paperwork.
- D. **Prepare for Weekend Readiness** Connect with managers to prepare for the weekend. Align on priorities and back-up plans for call-outs.
- E. **Review Manifest Compliance** Review Manifest Compliance. Certify that time windows and geo codes are turned in to dispatch so adjustments can be made.
- F. Prepare for Next Week Identify focus areas that match UGM priorities. Prepare your schedule accordingly.
- **G. Review Manifest Dispatch for Opportunities** Review metrics of the Manifest Dispatch Report. Identify opportunities to correct driver behavior or to fix geo codes / time windows.
- H. **Plan and Communicate Schedule** Plan the schedule. On the dispatch call, share concerns from the previous day's DNR information and max staffing available.
- 1. Conduct Store Audits Conduct store audits. Log and complete associated action items and follow up.
- J. Review eDOT / Payroll for Violations Review eDOT for violations and verify if documents are turned in. Then, review Payroll to account for punches match to eDOT.
- K. Respond and Recover Review Pepsi Direct requests and plan for hotshot or delivery requests.

Copyright © BTS 2019



## Simulation Experience

- L. Conduct Team Meeting Conduct a team meeting to communicate priorities and to complete trainings.
- M. **Conduct Interviews** Post requisitions for open front-line staffing positions, interview candidates, and submit results.
- N. Adjust Daily Labor to Volume Flex labor daily based on the WTD volume. Set hours to achieve the cost plan.
- O. **Complete Labor Forecast** Complete the labor forecast for the time frame requested based on your trend of hours and volume forecast. Adjust hours and routes to achieve your cost plan and forecast.

Copyright © BTS 2019 PepsiCo • 5

# Strategy made personal

We create powerful experiences that help leaders build the future of their business

