HOW TO USE THIS FACILITATOR GUIDE

This guide is used to assist facilitators in delivering topics to learners in a clear and efficient manner. Facilitators will need to perform the following tasks prior to the start of the course.

- Read through the facilitator guide.
- Confirm you have access to the tools and resources.
- Practice using the tools and resources to support the delivery of the key topics.

The Ready! content was designed with both T-Mobile Corporate-Owned Retail (COR) & TPR employees in mind. But there are a few topics that apply to COR employees only.

This guide will identify those topics in the Topics, Tools, & Time section & throughout the guide with **(COR ONLY)**. When a topic is identified as **(COR ONLY),** TPR trainers are encouraged to use this time to deliver the topic objective as it aligns with their business.

Key Terms	What it Means for You
PURPOSE	Provides the WIIFM of the topic and/or activity.
TIME	Indicates the approximate time for the activity.
ASK	Ask the participants this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the leader must do.
INSTRUCTIONS	Provides steps on how to complete an activity.
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW

Resources
- Open
- Review

Intro
- See it

Do it Yourself (DIY) Activity
- Try it
- C2 research
- Debrief

Bring it Together Activity
- Try it
- Show it

TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:15
Introduce the topic for today	- Facilitator Guide & Participant Guide - Presentation - https://grandcentral.t-mobile.com/	
Retail Valet		0:10
- How it's used? - How it improves the customer experience?	- Facilitator Guide & Participant Guide - Presentation - https://c2.t-mobile.com/docs/DOC-419631	
DIY Activity		0:20
Mobile Associates get hands-on experience with Retail Valet.	- Facilitator Guide & Participant Guide - Presentation - C2 Pages https://c2.t-mobile.com/docs/DOC-431769 https://c2.t-mobile.com/docs/DOC-419631 - Retail Valet https://t-mobile.retailvalet.com/Login/	
	Approximate Time: 0:45	

PURPOSE

- This topic is being delivered to drive awareness of the Frontline tools used during a customer interaction.

- This module gives the knowledge to search, define, & describe the several types of tools used in a customer interaction.

- When the tools are properly used, customers will have an Un-carrier experience and have a greater chance of leaving our store with their issue resolved, which will lead to higher customer satisfaction.

ACTION

Use the slide & the key points in this guide to deliver the topic.

EXPLAIN

- We are going to cover the tools at a high level.
- You will get hands on experience using the tools during Mobile Expert Certification.
- The goal is to drive awareness of the Frontline tools used during a customer interaction.
- The tool we are going to cover today is **Retail Valet**:
  - o Helps stores manage the customer queue & wait times.
  - o Provides business insights for scheduling and coaching.

RETAIL VALET   10 MINS

ACTION   Use the slide & the key points in this guide to deliver the topic.


EXPLAIN

What is it?

A web-based tool that can:

- Estimate wait times are calculated in Retail Valet and Mobile Associates can let customers know approximately how long before they'll be waited on.
- Approximate wait time is also displayed for each store on T-Mobile.com.
- Provide valuable insight to store managers, by adding each customer and their reason for visiting.
    - These insights on why customers visit the store help managers coach their staff for better results.
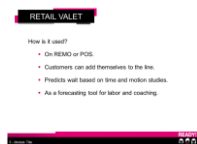
How is it used (functionality)?

- Stores access Retail Valet on REMO or PC.

- On T-Mobile.com customers can add themselves to the line using **Get in Line**.

- To estimate in-store wait, based on time and motion studies.

    - It calculates wait time estimates by adding all the reasons customers are visiting a store and dividing by the number of associates available to serve them.

    - You can find details about wait time calculations at C2 DOC 419631 – Retail Valet

- To forecast labor needs and to coach associates for better results.

    - Reports are available to show a variety of insights including:

        - How much time associates spend on any given transaction type.

        - Times of day or month when stores are busiest, and the rate at which the frontline is adopting usage of this tool.

RETAIL VALET, CONTINUED

How does it improve the customer experience?

We want to make it as easy as possible for customers. We don't do complicated!

- Shows customers we value their time.

- Sets realistic expectations around how much time they may have to wait before being served.

- Gives customers more freedom of movement. For example, they can step out for coffee while waiting.

- Helps managers staff the store for the number and kind of services needed.

DIY ACTIVITY   20 MIN

PURPOSE	• This activity is designed to give learners the skills to search & find topics in C2. • It is also being delivered to drive ease of use during the Mobile Associate (MA) learning role.
ACTION	• Align with the Store Manager that sample customers will be added & removed for a brief time. • Use the slide & the instructions to deliver the activity.
EXPLAIN	• There are 14 test accounts to be shared during training. (02test – 15test) • Having multiple accounts allows for practice adding mock customers to the queue, assigning customers to other learners, showing estimated wait times based on number logged into the store and number of customers, making it a more realistic learning experience. • The test accounts all have magenta as their password, and the last name test.

DIY ACTIVITY, CONTINUED

INSTRUCTIONS

Retail Valet in C2

1. Access C2
2. Open and read the following pages:
   a. C2 DOC 419631 – Retail Valet
   b. C2 DOC 431769 - Training and FAQ
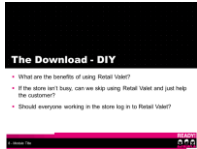   - Retail Valet FAQ
      - Retail Valet Grab and Go

Hands-On

1. Go to Retail Valet tool on REMO or POS, or log in through a web browser at https://t-mobile.retailvalet.com/Login/
2. Use the following credentials
   a. NTID: 02test (substituted the "02" in 02test with any number up to 15 when multiple users are using training accounts)
   b. Password: magenta
   c. Store: 3
3. Add a sample customer, **Test - John Legere**.
4. Select a reason for his visit.
5. Save to Queue
6. Select Serve Now
7. Select Finish Serving, showing you are ready for the next customer.

DIY ACTIVITY, CONTINUED

ACTION
- Use the slide & the instructions to deliver the activity.
- Use a minimum of three debrief questions and feel free to add your own.

DEBRIEF

What are the benefits of using Retail Valet?

Possible answers:

- Customers are given the freedom to spend their wait time however they want.

- We'll send text messages (T-Mobile customers) or email (other carrier customers) to give them updated about their place in the queue.

- Frontline employees can effectively manage customer queues any time and set proper wait-time expectations for customers.

- Leaders can use Retail Valet reporting to improve staff scheduling and to track reasons for store visits, traffic information, and transaction times.

If the store isn't busy, can we skip using Retail Valet and just help the customer?

Answer:

- Use Retail Valet for every customer every time - no matter how busy or quiet the store may be. It's a great habit to get into because Retail Valet gathers data for a variety of reports that help managers and leadership identify store traffic patterns, employee coaching opportunities, scheduling improvements, and more.
- Retail Valet calculates wait times based on transaction types and the number of associates logged into the system. Make sure every associate is logged in. Not doing so impacts both the posted wait time and the customer experience.

Why should everyone working in the store log in to Retail Valet?

Answer:

If you're helping customers or managing wait time, log in and stay logged in until you are ready to go on break or leave for the day.