

Ready! RTSM Checklist

PREPARATION

PURPOSE


- This checklist guides Retail Training Store Managers (RTSMs) on supporting Ready! training.
- Complete these steps every Ready! class.

RTSM EXPECTATIONS

RTSMs should ensure all new hires:

- Attend all classroom training.
- Complete all activities for their Ready! curriculum in Cornerstone.
- Pass all knowledge checks.
- Complete Ready! certification skill practices.

GET PREPARED!

- ☐ Follow  these C2 pages:
 - Ready! Trainer and RTSM Resources ([437527](#))
 - Ready! Update Hub ([425733](#))
 - Ready! Virtual Calendar ([424442](#)) (COR Only)
 - Ready! Virtual Daily Schedule ([422872](#)) (COR Only)
- ☐ Complete the registration process in Cornerstone for new hire attendance.
 - Ready! Cornerstone Registration Job Aids ([423151](#)) (COR Only)

NOTE: If you are having trouble with getting your new hire registered go to the [Ready! Registration Support](#) site.

- ☐ Communicate Ready! expectations with hiring manager:
 - Ready! Training Schedule
 - Obtain each new hires NT Login Credentials and P#
 - Schedule hiring manager weekly check-in meeting logistics
 - Obtain new hires phone number and e-mail contact information to set expectations for Day 1 of training.
- ☐ Hit up the dollar store and stock up on some fun stuff to help you facilitate the Mohawk Activity on Day 1 ([437475](#)).
- ☐ Order Ready! Participant Guides ([423154](#)) (COR & TPR)

TRAINING PREPARATION

PREPARE NEW HIRES

- Prior to class start, ensure all new hires receive communication on:
 - Weekly schedule, arrival times, departure times and lunch breaks.
 - Store location and directions.
 - Dress code – Follow the T-Mobile Uniforms & in-store wear guidelines. ([419288](#)) Allow for plain black shirts with no logos in replacement for T-Mobile gear.
 - Expectations (ex. be here now, arrive on team, be prepared to learn, etc.)

CREATE A WELCOMING ENVIRONMENT

- ☐ Straighten the training area, break room and bathrooms.
- ☐ Set out supplies, pens, and Ready! Participant Guides.
- ☐ Test equipment, headsets, and computers/tablets before day 1 of Ready!

NOTE: Having problems connecting the Logitech H340 Headset? Check out the Logitech H340 Headset Connection Job Aid ([441869](#)).

- ☐ Ensure software is up-to-date on training tablets. Use this Training Table Maintenance Grab n Go for assistance. ([426163](#)) (COR ONLY)
- ☐ Boot computers/tablets up prior to new hire arrival.

NOTE: For virtual classes, learners need to log in to the virtual classroom 10 minutes before class start time.

PREPARE YOUR TEAM

- ☐ Schedule the store team to support and assist with Ready! activities.
- ☐ Review each day's Ready! topics and activities with your team.
- ☐ Set expectations with your team on how to help support Ready!

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EXECUTING READY!

DAY 1 OF READY!

- ☐ Have a meet-and-greet with new hires and your store team.
 - ☐ Give new hires a tour of the store.
 - ☐ Lead an opening activity (icebreaker). ex. Mohawk Activity
 - ☐ Set expectations – what new hires can expect and what is expected of them.
 - ☐ Explain how to navigate and complete activities in Cornerstone.
 - ☐ Assist with I-9 form completion as needed.
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EVERY MORNING

- ☐ Share daily agenda with new hires and your store team.
 - ☐ Review previous day's learning.
 - ☐ Partner with your trainer to ensure attendance is being tracked in Cornerstone.
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DURING TRAINING

- ☐ Ensure daily training tasks – in the classroom and on the sales floor – are being completed.
 - ☐ Coordinate with your trainer on sales floor time to ensure that new hires always have a partner on the sales floor.
 - ☐ During sales floor time, ensure new hires are completing their assigned activities and partnering with your team on the floor.
 - ☐ Conduct observations and skill practices and record scores in Cornerstone.
 - ☐ Check in with new hires after each knowledge check attempt.
 - ☐ Connect with hiring managers weekly and discuss:
 - New hire progress
 - Home store visits and training store visits
 - ☐ Work with your trainer and the hiring manager if an HR-related concern arises.
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WRAPPING UP EACH DAY

- ☐ Debrief activities and learning from the day.
- ☐ Ensure new hires have logged into Cornerstone to complete daily tasks.
- ☐ Follow up with the store team to gain insight into new hires' progress during sales floor activities.
- ☐ Set next-day expectations with new hires and your store team.

READY! FOLLOW - UP

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- ☐ Provide the hiring manager and district manager with new hire's performance while at the training location. Provide balanced feedback, strengths and opportunities.
- ☐ Provide the hiring manager with their new hire's Ready! completion status as reported in Cornerstone.
- ☐ Review training reporting to ensure new hire is on track and complete with all requirements of their Ready! program.
- ☐ Check in with hiring manager to see how Mobile Expert certification is going.