



Sales Floor Activity

Guide

Welcome to Team Magenta

GROUP A

Look for:

- How does the ME provide a WOW customer experience?
- Do you see any best practices that you may want to use?
- The different types of interactions or customer requests?
- Is it all about sales?

GROUP B

- Complete: **Kronos Timekeeper: Hourly Employee WBT** in Cornerstone (**COR ONLY**)
- Watch the **Social Media Guidelines** Video (**TPR ONLY**):
<https://tmobileusa.sharepoint.com/sites/social/Pages/guidelines.aspx>

1 – Sales Floor Activities

READY!



Un-carrier Principles

GROUP A

Look for:

- Where can you find the five Un-carrier Principles in action?
- What is the impact of the Principles on the customer?
- On our employees?
- On T-Mobile?

GROUP B

Complete the following trainings in Cornerstone:

- **T-Mobile Privacy & Security Training WBT**
- **T-Mobile US Code of Business Conduct WBT**

3 – Sales Floor Activities

READY!



Side-by-Side Selling

See it!

1. Log in to T-Mobile Connect
2. Tap 'Customer Connect'
3. Spend time getting familiar with:

- ✓ Competitive Comparison
- ✓ Network
- ✓ Plans
- ✓ Product + Accessories
- ✓ Purchase Estimate

Look for....:

- What ways could you use this tool with a customer?
- How do each of these tools enhance the customer experience?

8 - Side-by-Side Selling

READY!



Signature Moves

Look for...Signature Moves.

- Which Signature Moves were part of the customer conversation today? What did the conversation sound like?

See it! T-Mobile Connect

- Practice using Customer Connect and note all the places where Signature Moves appear.

Ask a Mobile Expert!

- Ask a Mobile Expert what their strategy is for working Signature Moves into their customer conversations.

8 - Signature Moves

READY!



Sales Floor Activities

GROUP A

Look for...**network and coverage conversations.**

- What do coverage checks look like in real life?
- How is the Mobile Expert handling the conversation?
- How is the customer reacting?

See it!

- Have a Mobile Expert perform a coverage check for you and explain your coverage in their own words.
- What's different between their words and those you used in today's skill practice?

GROUP B

Complete the following trainings in Un-carrier Academy:

- Addressing Harassment & Discrimination WBT (COR ONLY)
- Data Prioritization Explained WBT
- Rural Call Completion for Retail WBT (COR ONLY)

10 - Network Part 1



Network Part 2

Look for...**network and coverage conversations.**

- What do coverage checks look like in real life?
- How is the Mobile Expert handling the conversation?
- How is the customer reacting?

See it!

- Have a Mobile Expert perform a coverage check for you and explain your coverage in their own words.
- What's different between their words and those you used in today's skill practice?

8 - Sales Floor Activities



Rate Plans

See it! **System Simulations** (C2 433580)

- Change Rate Plan (future-dated)
- Postpaid Activation with device purchase
- Prepaid Activation with device purchase

Look for... **Rate Plan Conversations**

- Mobile Experts explaining or making a rate plan change
- What questions are customers asking about rate plans?

BONUS ACTIVITY

1. Access Customer Connect.
2. Using your current rate plan and the T-Mobile rate plan you selected for yourself, complete a competitive comparison.

10 – Rate Plans



Handsets

See it! **System Simulations** (C2 433580)

- EIP Device Purchase
- Postpaid Activation – Bring your own device (BYOD)
- Prepaid Activation – Bring your own device (BYOD)

Look for... **Handset Conversations**

- Mobile Experts explaining handset pricing and EIP
- Mobile Experts making Smartpicks recommendations

10 – Sales Floor Activities



Credit Conversations

Find it!

- Acceptable forms of ID (415200)
 - Know what form of identification is required for credit checks, activations and upgrades.

7 – Sales Floor Activities



Mobile Internet Devices & Plans

Ask a **Mobile Expert!**

- What are some verbal cues they use to bring Mobile Internet devices into the conversation?
- What are your favorite open-ended questions to ask your customers about Mobile Internet devices?

See it!

- Check out the Mobile Internet demos on the sales floor!
- With one of the demo devices, find a feature on it you've never tried. Try it out and show a peer.

11 – Sales Floor Activities

READY!



IoT

Find it!

- SyncUp Drive C2 Page (436001) ▪ Nest Security Pack (437201)
- SyncUp Drive how tos (427382) ▪ Nest app (437202)

See it!

- Choose an IoT product in your store.
- Ask a Mobile Expert or manager on the sales floor to show you how they demo that product to customers.

12 – Sales Floor Activities

READY!



Lean On Me

Pair with a Mobile Expert mentor.

Look for... **Issue resolution and empathy**

- How do they show empathy?
- What Interaction Model Behaviors did the ME demonstrate while resolving the customer's issue?
- What actions were performed to resolve the issue?

14 – Sales Floor Activities

READY!



Lean On Me

See it!

Access & read the following pages:

- C2 416282 - [Buyer's Remorse](#)
- C2 418373 - [In-store Cancellations](#)
- C2 417541 - [Refunds](#)
- C2 419855 - [Device Exchanges](#)

C2 433802 - [Watch How2 Videos](#):

- Device Triage
- Device Troubleshooting

19 – Lean On Me

READY!



Store Operations

Find it! Store Operations

- Standard Operating Procedures
 - C2 419305 – Daily Sales Tasks
 - C2 419305 – As Needed Sales Tasks
- SIM Card Management
 - C2 415907 – Standard Operating Procedures

Find it! Returns & Exchanges

- Device Exchanges
 - C2 419855 – Process Exchanges
- QuickCodes
 - C2 423468 – Guidelines
 - C2 424844 – Grab and Go
 - C2 433802 – QuickCodes Video

19 – Sales Floor Activities

READY!



Store Operations

Find it! Returns & Exchanges

- Return Labels
 - C2 421060 – Warranty Fulfillment
 - C2 433802 – Device Return Labels Video
 - C2 433802 – Warranty Exchange Labels Video

Ask a Mobile Expert!

Find out how your store:

- Manages SIM cards
- Stores and manages inventory
- Ensures loss prevention

4 – Store Operations

READY!

