

Home Store Visit

Manager's Guide



READY!



INTRO

This guide is for store manager's who have a new hire in Ready!

It applies to **Day 11 on the Ready! Roadmap**.

On Day 11, your new hire will spend their entire shift with you and the team. This day is all about getting to spend some time with the people they will be working with, in the environment they will be working in. It's a glimpse into what it will be like in the "real world". On Day 12, they return to normal classroom training to wrap-up their final week of Ready!*

READY! TRAINING						
SUN	MON	TUE	WED	THU	FRI	SAT
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	
	DAY 6	DAY 7	DAY 8	DAY 9	DAY 10	
	DAY 11	DAY 12	DAY 13	DAY 14	DAY 15	

You are here.

PURPOSE

- Everyone, meet the new hire! New hire, meet everyone!
- Partner the new hire with their **go-to Mobile Expert**.
- Explain important **metrics and goals** and **why they matter**, along with specific **behaviors** that help contribute to meeting those goals.

**In situations where the new hire is training in the same store where they will be working, this day should still be used for sales floor observation. Simply skip tasks on the next page that you've already completed.*



DO THIS STUFF

BEFORE

- ❑ **Identify** which team member will be the **'go-to' Mobile Expert**. Any team member should be prepared to help, but this Mobile Expert will be the new hire's primary mentor.
- ❑ **Schedule accordingly**, so the Mobile Expert mentor will be working on Monday, Day 11.
- ❑ **Prepare the Mobile Expert mentor** for their role in partnering with the new hire.
- ❑ **Prepare the rest of the team** for the new hire's visit. Add a reminder in **Quick Connect**, asking them to help give a warm welcome to their new teammate.
- ❑ **Call your new hire** the week before Day 11.
 - Share your excitement for them to spend the day with you and the team.
 - Go over what time they should plan to arrive and depart (full shift).
 - Any other special instructions.
- ❑ **Invite** additional members of the **leadership team** to be there to meet the new hire.

DURING

- ❑ Pull the team together for a meet and greet. **Quick icebreaker**, anyone?
- ❑ Briefly explain **what the day will look like** for the new hire.
- ❑ Give a **store tour**, along with info about the area (i.e. – restaurants, coffee shops, public transit options)
- ❑ **Partner up** the new hire with their mobile expert mentor.
- ❑ Explain the board in the backroom, including **key metrics and goals**. Describe **why these are important**. Give a couple examples of **behaviors** that help mobile experts meet those goals.
- ❑ Review the new hire's **Ready! transcript** to ensure everything has been completed in the first two weeks.
- ❑ Today is a great opportunity for the new hire to get exposure to various systems used in the store, **shadowing during transactions**. Have the mentor **use WalkMe**, when possible.
- ❑ Set aside 15 minutes at the end of the day to meet and **wrap-up the day**:
 - How did the day go?
 - What was the most interesting thing they learned today?
 - What questions or concerns do they have?
 - Explain that tomorrow they will report back to their training store location.

THE UN-CARRIER WAY

- Make the day fun, keep it upbeat!
- Be supportive and available.
- Protect the customer experience and your new hire's experience, by making sure the new hire is always shadowing a mentor.

THE CARRIER WAY

- Make it all about the numbers. #gottagetpaid
- Count the new hire as part of your sales floor coverage for the day.
- Throw them on the sales floor. #sinkorswim

