

# Mobile Associate: Partnering for Success

## DO IT THE RIGHT WAY!

**Purpose** To provide guidelines when a Mobile Expert is partnered with a new Mobile Associate in Ready! and Mobile Expert Certification.

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**General Guidelines** The partnership with an experienced Mobile Experts can help the Mobile Associate learn how to deliver an Un-carrier experience while incorporating systems, tools, & resources into the customer interaction.

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**Day 1** Helpful resources to understand what new hires are learning and when.

- Sales Floor Activity Guide
- DIY Activity Guide

Building relationships can help improve the learning experience.

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**During Sales Floor Activity time**

- Asking questions can help reinforce what Mobile Associates have learned.
  - Be prepared to answer questions and assist as necessary.
  - Help learners get hands-on systems practice.
    - See it!
    - Try it with help!
    - Do it on their own!
  - Feel free to involve learners when something interesting or relevant is happening with a customer.
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**Home Store Visit (COR ONLY)**

- Ask about experience going through Ready!
- Be ready to answer questions.
- Help Mobile Associates find resources and tools in your store.
  - How do you get ready for your shift?
  - Where do you get the latest info on promos and changes?
- Skill practice and provide balanced feedback.

## MOBILE EXPERT CERTIFICATION

### **General Guidelines**

Mobile Associates can succeed when supported through the certification process, including partnering with experienced Mobile Experts.

- Mobile Associates can succeed when supported by a Mobile Expert or Store Leader for quick advice or assistance.
- Mobile Associates can learn through practice and on-the-job experience.
- Mobile Experts will maintain their current role and focus on the customer experience. (COR ONLY)