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 learners this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the facilitator 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		0:05
Introduce the topic for today.	• Facilitator Guide & Participant Guide • Presentation	
DIY Activity		0:40
• Research • Managing Customer Data – Done Right! WBT • Debrief	• Facilitator Guide & Participant Guide • Presentation • Understand My Bill G&G: https://c2.t-mobile.com/docs/DOC-437007 • System Simulations: https://c2.t-mobile.com/docs/DOC-433580 • Managing Customer Data – Done Right! WBT	
Approximate Time: 0:45		

Customer Billing

PURPOSE

To introduce Mobile Associates to customer billing.
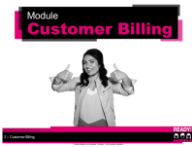
After successfully completing this course, Mobile Associates will be able to:

- Discuss billing with customers.

EXPLAIN

- Bills. No one likes getting them, but at least we make it as painless as possible.

- We're committed to making things simple for our customers, including reading their bills.

- Covering what each customer can expect to see on their bill shows we're transparent and honest. No billing surprises, here!

- Understanding customer billing allows you to confidently help your customers, when they have billing questions or issues.

- And it helps you establish and increase trust with your customers.

DIY ACTIVITY   40 MIN

PURPOSE   To have Mobile Associates think about billing scenario questions.

INSTRUCTIONS   See the **DIY Activity** slide.

Review the instructions on the slide.

1. Review the Understand My Bill G&G: https://c2.t-mobile.com/docs/DOC-437007
2. Watch system simulations: https://c2.t-mobile.com/docs/DOC-433580
3. Complete Managing Customer Data – Done Right!
4. Interview a peer.
5. Create a response.

EXPLAIN   You will have 25 minutes to complete your activity, before rejoining the class.

DEBRIEF   See **The Download** slide.

- What kinds of questions do customers have about their bills?
- Share your responses for handling a customer billing issue?