

## 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 <b>WIIFM</b> of the topic and/or activity.
TIME	Indicates the <b>approximate</b> time for the activity.
ASK	<b>Ask</b> the learners this question and <b>wait</b> for responses.
EXPLAIN	Use your <b>own</b> words to deliver the content.
ACTION	Indicates a <b>task</b> the facilitator must do.
INSTRUCTIONS	Provides steps on how to complete an <b>activity</b> .
DEBRIEF	Guided <b>discussion</b> to gauge knowledge retention.

## STANDARD MODULE FLOW



# Store Operations

## TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
<b>Intro</b>		0:10
Introduce the topic for today.	<ul style="list-style-type: none"><li>• Facilitator Guide &amp; Participant Guide</li><li>• Presentation</li></ul>	
<b>Sales Floor Activities</b>		2:50
Research Store Operations tasks and watch related Inventory How2 Videos.	<ul style="list-style-type: none"><li>• Facilitator Guide &amp; Participant Guide</li><li>• Presentation</li><li>• C2</li><li>• <a href="#">419305 – SOP Daily Sales Tasks</a></li><li>• <a href="#">419305 – SOP As Needed Sales Tasks</a></li><li>• <a href="#">415907 – SIM Card Management SOP</a></li><li>• <a href="#">419855 – Process Device Exchanges</a></li><li>• <a href="#">423468 – QuickCodes Guidelines</a></li><li>• <a href="#">424844 – QuickCodes Grab and Go</a></li><li>• <a href="#">433802 – QuickCodes Video</a></li><li>• <a href="#">421060 – Warranty Fulfillment</a></li><li>• <a href="#">433802 – Device Return Labels Video</a></li><li>• <a href="#">433802 – Warranty Exchange Labels Video</a></li></ul>	
Approximate Time: 3:00		

### PURPOSE

To have Mobile Associates become familiar with everyday store operational tasks.

After successfully completing this course, you will be able to:

- Explain Standard Operating Procedures
- Keep store inventory secure

### EXPLAIN

Explain the following in your own words:



- Store Operations are what happens behind the scenes.
- They keep your store running smoothly and positively impact OpEx results. That's a fancy way of labeling operating expenses.
- Various sales tasks, keeping inventory secure, and making sure the store is clean all effect the customer experience and yours, too!
- Think about the promotions we all love! The funds required to make campaigns like that successful come from the collective effort of everyone running an operationally sound location.
- You're going to use the rest of the day to get familiar with some of the everyday tasks of your store.

### EXPLAIN

We're not done learning about Store Operations. The fun has just begun!

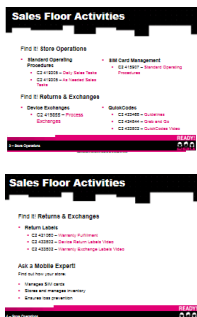
When your learners are out on the sales floor today, the group should be connecting the dots between what they learned in class and what they see in real life.

### NOTE

Time is allotted at the end of each day for sales floor activities. Most days will have sales floor activities from multiple modules. Before ending this module, spend a few moments covering the instructions for this module's sales floor activities. Refer to the Ready! Roadmap for specific timing.

- Ready! roadmap: <https://c2.t-mobile.com/docs/DOC-437474>

### INSTRUCTIONS



- Review the content on the slide with the group.
- Have the learners bring their **Sales Floor Activities** packet with them and take notes as they observe and interact with the store team on the sales floor.