

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 participants this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the leader must do.
INSTRUCTIONS	Provides steps on how to complete an activity .
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW



TOPICS, TOOLS, & TIME

Topics	Tools	Est. Time
Intro		0:10
Module topics	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation 	
DIY Activity		1:40
<p>Mobile Associates learn how to use REMO with C2 research, WBTs and interactive videos.</p> <ul style="list-style-type: none"> Review Watch Debrief 	<ul style="list-style-type: none"> Facilitator Guide & Participant Guide Presentation REMO Training Hub https://c2.t-mobile.com/docs/DOC-438953 WBT: <ul style="list-style-type: none"> Retail Mobility (REMO) Interactive Videos: <ul style="list-style-type: none"> Bill Payment Accessory Sale Postpaid Activation Prepaid Activation JUMP! Upgrade with EIP 	
Approximate Time: 1:50		

PURPOSE

- This module gives the Mobile Associate the knowledge to search, define, & describe how REMO is used during a customer interaction.
- REMO is the go-to tool to help Mobile Associates provide an Un-carrier customer experience.
- To show Mobile Associates how to build personalized side by side interactions based on the Interaction Model behaviors.

ACTION

Review the slide.

EXPLAIN



The learning expectations for the REMO module.

- This module will give Mobile Associates an overview of REMO.
- The goal is to give a baseline knowledge of REMO & how Mobile Associates can use it on the sales floor after they complete Ready!
- More hands-on training will take place in Mobile Expert certification.

ACTION

- Ask the question & wait for responses.
- Review the slide.

ASK



How can it improve the customer experience?

Possible answers may vary.

- Guide the conversation towards the side-by-side selling experience by enabling you to move around the store based on your customers' needs.

PURPOSE

- To provide Mobile Associates the skills to use supporting tools to search & find information on REMO.
- To learn about REMO using a 2-part approach: **review** & **watch**.

ACTION

- Review the slide & **instructions** to deliver the activity.
- **VILT** facilitators should be flexible for this DIY.
 - It would be hard to control the pacing/completion from each learner in their group and may cause a traffic jam.
 - Possible solution is to use breakouts to control pacing or create multiple groups.
- Give a 60-minute time check.

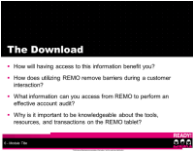
INSTRUCTIONS



1. Access the **REMO Training Hub (DOC-438953)** & **review** the following topics.
 - a. Access Accounts on REMO
 - b. Basic Navigation
 - c. Multitasking apps
 - d. Bill Payments
 - e. Billing Details
 - f. Accessories, airtime, and SIM card purchases
2. Access Un-carrier Academy
3. Search & complete the WBT in your Ready! transcript.
 - a. Retail Mobility (REMO)
4. **Watch** the REMO videos:
 - a. REMO Bill Payment
 - b. REMO Accessory Sale
 - c. REMO Postpaid Activation
 - d. REMO Prepaid Activation
 - e. REMO JUMP! Upgrade with EIP

DIY ACTIVITY, CONTINUED

ASK

**How will having access to this information benefit you?**

Possible Answers:

- We show up as the expert.
- Customers are always given the right information.
- You can stay up-to-date with any changes both to products and services, as well as impacts to me(you) as an employee.

How does utilizing REMO remove barriers during a customer interaction?

Possible answers:

- Promotes interactivity with your customer.
- Builds trust.
- Better relationships between Mobile Associate and customer.

What information can you access from REMO to perform an effective account audit?

Possible Answers:

- Credit class
- Tenure
- Billing amount
- Past due balance
- Lines available

Why is it important to be knowledgeable about the tools, resources, and transactions on REMO?

Possible Answers:

- We want to process transactions with consistency across all stores.
- Confidence builds customers' trust.