

Home Store Visit

New Hire Guide



READY!



INTRO

This guide applies to **Day 11 on the Ready! Roadmap**.

On Day 11, you will spend your entire shift with your manager and new teammates in the store you will ultimately be working in. Think of it as a field trip to get a glimpse into the 'real world'.

On Day 12, you'll return to normal classroom training to wrap-up your final week of Ready! training.*

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 rookie! Rookie, meet everyone!
- Meet your **Mobile Expert mentor** and shadow them for a day.
- Experience how your store environment, customer base, foot traffic, etc. may be different from your training store location.
- Get introduced to important **metrics and goals** and **why they matter**.

**In situations where you are training in the same store where you will be working, this day should still be used for sales floor observation. Simply skip the stuff that doesn't apply.*



DAY 11

BEFORE

- ☐ If you haven't already, **connect with your manager**. Make sure you know:
 - When you should arrive.
 - What time your shift will end.
 - Any other special instructions your manager may provide.
- ☐ **Plan your commute accordingly**, so you arrive on time.
- ☐ Have **questions or concerns** that are best handled by your manager? Jot 'em down.

DURING

- ☐ You'll get to spend some time with your manager and meet your teammates.
- ☐ You'll get your very own **Mobile Expert mentor**. This teammate will be your primary guide for the day. But don't worry! If they're not readily available, any teammate should be able to help.
- ☐ **Observe**. Actively – not passively. Take notes. Ask questions.
- ☐ Learn about the board in the backroom, including **key metrics and goals** and why these are important.
- ☐ **Look for opportunities to shadow system transactions**. Today is a great opportunity for exposure to various systems used in the store. Ask questions if you don't understand the transaction being performed and why.
- ☐ Set aside 15 minutes at the end of the day to meet and **wrap-up with your manager**:
 - How did the day go?
 - What was the most interesting thing you learned today?
 - What questions or concerns do you have?
- ☐ Remember: Tomorrow it's back to your training store location.

READY!



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