# **CVS Caremark Learner Checklist**

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| **Policies/Procedures**  (Orientation) | **Employee Signature** | **Date Completed** |
| Personal Contact Information |  | Orientation |
| Important Phone numbers\* |  | Orientation |
| Open Door Policy \* |  | Orientation (LN#800008) |
| Tobacco Free Campus\* |  | Orientation (LN#800008) |
| Attendance Policy/tip sheet \* |  | Orientation (LN#800008) |
| Electronic Device Policy\* |  | Orientation (LN#800008) |
| Dress Code\* |  | Orientation |
| Evacuation Procedure/Review again in production |  | Orientation |
| Badge Usage Policy |  | Orientation (LN#800008) |
| Clean Desk Policy |  | Orientation (LN#800008) |
| **Performance**  (Sup cover in 1:1) |  |  |
| Customer Care Goals\* |  |  |
| OPI/Merit Program |  |  |
| Ascension to Excellence (A2E) |  |  |
| **Tools/Resources**  (Covered in training) |  |  |
| Service Excellence Customer Experience |  |  |
| Workbrain |  |  |
| NICE / Phone Reason Code Process |  |  |
| Heart At Work Recognition |  |  |
| E-mail/Snagit |  |  |
| MS Teams for Business Policy |  |  |
| theSource |  |  |

**Note**: \* Copy provided to agent during orientation

Print your name:

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