



Hello Store Managers and Senior Assistants,

As we continue to Accelerate Our Strategy to deliver on our second Key Initiative of managing the Showroom through our Greeter Role, we understand the challenges some stores have experienced managing their wait list. Based on your feedback, we updated the Greeter documentation to help provide the customer with a personal experience while clearing up any confusion about the expectations of the Greeter Role.

What you need to know

To help clarify the expectations of the Greeter Role, we have made updates to the following documents on the [Leadership Responsibilities: Greeter Role page](#).

1. Greeter Playbook
2. Greeter Role Observation

Our ask of you

Senior Assistants:

- Please review the updated information with your team so they are familiar and prepared to support the true intent of the Greeter Role. The role is critical to Phase 1 of CES – Building the Relationship and ultimately providing an Inviting, Easy, and Safe Experience.
- Use the Greeter Role Observation Worksheet to document the current process and find opportunities for improvement, which will help better align with our strategy and manage our waitlist.

NOTE: In the GO SEE Daily Audit, the Greeter Operational Best Practice has been replaced with the updated Greeter Role Observation Worksheet.

If you have any questions on the Greeter Role, please submit via the Feedback button located on the Greeter Role page.

Thank you for striving to be the BEST and helping us Accelerate Our Strategy!