

# Day One: Store Manager Checklist



This tool is intended as a guide to help introduce the new employee to their Discount Tire family and establish basic job requirements/expectations. It is to be used by the Store Manager or Senior Assistant Manager, if unavailable, to support interactions during employee's first day of work.

## DAY ONE EXPECTATIONS

### **Introduction:**

	Provide expectations on where to park and when to arrive
	Assist New Hire with clocking into Kronos
	Provide training/uniform shirts (if not provided already)
	Identify restroom, break room, and locker locations
	Provide expectations for scheduling time off, sick days, and where to find schedule
	Exchange necessary personal contact information
	Perform a store walk, introduce to team members, and explain their roles within the store
	Share basic information regarding the DTU, such as its purpose and how to locate, login, and use

### **Welcome to Our Family (Store Manager/Senior Assistant Manager) Conversation:**

	Complete the <i>"Discount Tire: Welcome to Our Family"</i> DTU course
	Share other information about your region and store
	Share your Journey with Discount Tire (how long you have been employed, your personal passions, etc.)
	Ask: What does the phrase "Make More Dreams Come True" mean to you? What are your dreams?

### **Who We Are and What We Do (Store Manager/Senior Assistant Manager) Conversation:**

	Complete the <i>"Discount Tire: Who We Are and What We Do"</i> DTU course
	Share how you model Mr. Halle's 5 Life Lessons in your work and personal life
	Discuss career opportunities in your region and store that can help make their dreams come true
	Share how the New Hire can deliver the Brand Dimensions in their job

### **Safety Orientation:**

	Complete the <i>"Safety Orientation"</i> DTU course
	Provide safety glasses and hearing protection (share details on prescription safety glasses if necessary)
	Connect the New Hire to the Safety Leader and discuss Safety expectations for the Service Area
	Review the <a href="#">Safety Orientation Development Guide</a>

### **Store Security Awareness:**

	Complete the <i>"Store Security Awareness"</i> DTU course
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### **Service Basics:**

	Complete the <i>"Service Basics"</i> DTU course
	Review the <a href="#">Service Basics Development Guide</a>

## Service Area Shadowing

	Connect New Hire with AOR to be placed with experienced employee (Service Tech role) for shadowing
	With a “Safety Focus” mindset, discuss the tools/equipment while emphasizing “clean as you go”
	Identify basic processes within workflow, briefly explaining the “whys” behind the “whats”

## Lunch:

The intent is to use this time to get to know your New Hire better through organic conversation (not labored or scripted). Invite the New Hire to lunch by stating, "I would enjoy buying you lunch today if you would like to join me." Choose a “conversation friendly” dine-in restaurant and maintain a mindset like Mr. Halle to learn more about them. Discussion topic suggestions include:

- Ask them about the journey that led them to Discount Tire Company.
- Ask them about their family, friends, hobbies, and interests.
- Discuss their thoughts on their experience with Discount Tire so far.
- Gain insight on what motivates them and discuss Discount Tire career path opportunities.
- Discuss your personal journey/experiences with the company and answer any questions they may have.
- Share details on company [Referral Fee Policy](#).

## Service Area Shadowing (continued)

	Connect New Hire with AOR to be placed with experienced employee (Service Tech role) for shadowing
	With a “Safety Focus” mindset, discuss the tools/equipment while emphasizing “clean as you go”
	Identify basic processes within workflow, briefly explaining the “whys” behind the “whats”

## Tire Basics:

	Complete the “ <i>Tire Basics</i> ” DTU course
	Review the <a href="#">Tire Basics Development Guide</a>

## Wheel Basics:

	Complete the “ <i>Wheel Basics</i> ” DTU course
	Review the <a href="#">Wheel Basics Development Guide</a>

## 5S Basics:

	Complete the “ <i>5S Basics</i> ” DTU course
	Review the <a href="#">5S Basics Development Guide</a>
	Connect New Hire to 5S Assistant Manager
	Introduce the 5S Daily Checklist and leverage it to set 5S expectations and standards

## End of Day - Reflection Conversation:

At the end of the day (or New Hire’s work shift), take time to sit down and have a conversation, gauging their thoughts and feelings about joining the Discount Tire family. Recommended questions include:

- What are your thoughts after today?
- What did you like and dislike?
- Do you see this job being a good fit for you?
- What other questions or concerns do you have?