



Air Check Specialist

Intent

To ensure that we set clear expectations and provide information that is needed for the Air Check Specialists to be successful in their new role.

Audience	Air Check Specialists
Schedule	Add time for this talk into your schedule. It should only take 10-15 minutes.
Prepare	<p>A day ahead:</p> <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review <i>Air Check Specialist Store Manager Onboarding</i> document and PowerPoint. 3) Print a copy of the <i>Air Check Specialist Onboarding</i> document for each person.
Deliver	Make this real and fun for your people. Bring your energy to the conversation and let them know why they were selected to participate in the pilot. Set clear expectations by giving each Air Check Specialist a copy of the <i>Air Check Specialist Onboarding</i> document, and cover each section at a high level, providing details as needed.
Follow up	Observe and coach Air Check Specialists through the learning process, demonstrating the expected actions and calling out learning opportunities related to the learning path whenever possible.

Prepare for the new Air Check Specialist Role

Explain: What the new Air Check Specialist role looks like for the store and how it affects everyone on the day-to-day. What the expectations are for the role and for participating in the pilot.

Answers

Question 1: Who is responsible for completing weekly surveys?

Both the Managers and the Air Check Specialists. Log into the KC and complete your weekly survey on the *Air Check Specialist* page.

Question 2: What are some things you can do to make the Air Check Specialist role as successful as possible in your store?

Working with your Workflow Assistant Manager, taking time to truly understand the training, and putting the information you learn into practice.

Question 3: What are some things we can do to ensure the Air Check Specialist role is successful when/if launched company-wide?

By providing detailed, honest feedback (good and bad) so adjustments can be made to make this program successful.

Call to Action:

- 1) Set expectations for executing the Best Practice at the store.
- 2) Explain how you will support this and why you expect this to improve their ability to execute the Air Check Experience.
- 3) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.