



### With great powder comes great responsibility. The Winter Checklist.



#### Intent

To ensure that stores are prepared for winter season.

<b>Audience</b>	Store Manager
<b>Schedule</b>	Add time for this talk into your schedule. It should only take 5-10 minutes.
<b>Prepare</b>	A day ahead: 1) Print and review this talk. 2) Review the Winter Season Preparation Checklist
<b>Follow up</b>	Walk your store and confirm that all checklist items have been completed. Please be sure to work through your Marketing and 5S Assistant managers to complete this task.

#### Prepare for the winter season

**Explain:** Review the preparation checklist to ensure that you, your employees, and your customers will be safe during this winter season.

**Share:** Phone demand increases when temperatures decrease. Discuss your winter season showroom, curbside check in, air check plan and process, and phone plans. Remember to quote an accurate promise time to every customer.

*Ask the following questions:*

#### Answers

**Question 1:** How do you know which items need to be ordered by regional maintenance?

Items that say, 'contact regional maintenance.'

**Question 2:** What challenges do you anticipate this winter season?

Open discussion

**Question 3:** Who is responsible for completing the winter checklist?

Marketing and 5S Assistant Manager ensure work gets done. Store Manager ensures checklist is complete and checks work.

#### Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for executing the winter plans (showroom, phone, and curbside)
- 3) Explain how you will support this and why you expect this to improve safety.
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify your Regional Staff.