



## CAL CES APPRENTICE ASSESSMENT CADENCE

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**Employee Name / Payroll ID:** \_\_\_\_\_ / \_\_\_\_\_

**Manager prior to Qualified Apprentice AVP Assessment: 'X' each item needed.**

- Store manager will have ensured completion of all Apprentice DTU learning and certifications.
- Completed one ETV BP Earn the Visit Shadow Observation Worksheet. Send with Apprentice to assessment.
- Reviewed CES Deeper Understanding and CES Coaching Model.
- Completed a minimum of 3 CES Coaching Feedback Forms. Please send with Apprentice(s) to assessment event for reference material.
- Manager will submit candidate(s) for events located on Regional calendar.
- Intent is for the manager to take ownership of Apprentice Tech development in their stores.

**AVP Apprentice Assessment Event:**

- Predetermined location that will support uninterrupted execution of CES and coaching.
- Use Rylo or Go-Pro for observation as an option.
- AVP will use The Customer Experience LEAD ACTIONS CHECKLIST for auditing.
- Coaching will take place after completion of each customer. Apprentice will get to review the experience and have a chance to speak to their execution first.
- Each coaching session will be catered specific to the individual and where they are on their journey. Avoid a check list mindset on the review.
- Celebrate the WINS!
- Provide the store manager feedback from the assessment(s) for promotion and / or continued training.
- Tie back to Who We Are and What We Do.