



## Notes

- Revisiting Our Intent
- Starting on Your Journey
- The Expectations of a Model Manager
- The Discipline Ahead
- Building the Model Store
- Impact on AOR Development
- Road Map to the Perfect Service Experience
- Pride in the Brand

## **REVISITING OUR INTENT**



At the beginning of the day we set out to explore 3 things:

- The Role of a Store Manager through AOR
- What it means to be a Servant Leader
- How to create a Culture of Winning



**NOW IS THE TIME FOR DISCIPLINED ACTION**  
throughout today's experience.

## Notes

## **STARTING YOUR OWN JOURNEY**



Achieving the Perfect Service Experience is a journey for each store. Our goal is to provide each store with clarity on what it takes to complete the journey. Each Store Manager must assess where their store is at and their needs.



## Notes

**THE EXPECTATIONS OF A MODEL MANAGER**

Being a "Model Manager" requires Disciplined Thought and Disciplined Action:

- Create a Culture of Winning**
  - Inspire the team towards a Championship Win
  - Maintain focus in your role of Caring for and Cultivating
  - Show your people how their role and execution of Best Practices contributes to each win
  - Provide a clear line of site on Winning the Race
  - Recognize small wins / Have fun
- Become proficient in your AORs:**
  - Staffing
  - Recruiting
  - Hiring
  - Employee Development
- Work through your people:**
  - Set clear expectations with your teams
  - Coach your Coaches
    - SS Assistant Manager
    - Workflow Assistant Manager
    - Assistant Manager

## Notes

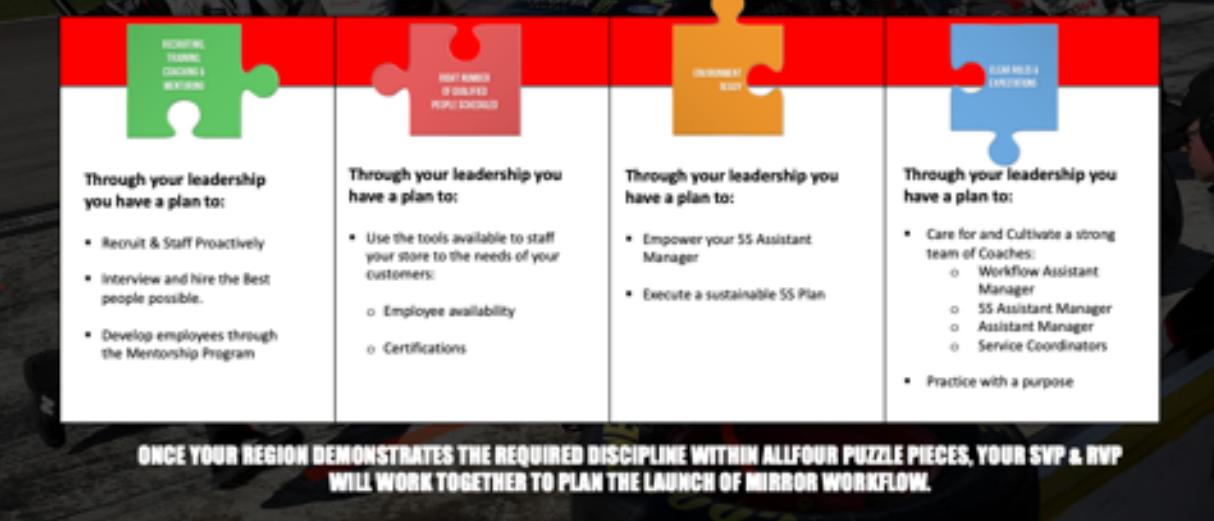


## Notes

## **BUILDING THE MODEL STORE**



Winning the Race and winning the Championship are a lot of fun! But it's not only about achieving the win, it's also about the journey towards building a "Model Store," which requires discipline within each puzzle piece:



## Notes

## IMPACT ON AOR DEVELOPMENT



This chart depicts the different modules or disciplines that each level will be accountable to master through this PSE Program.

	Store Manager	Sr. Assistant	Marketing AM	Workflow AM	SS AM
PSE Strategy	X	X	X	X	X
Recruiting, Training, Coaching, Mentoring					
Staffing / Hiring	X	X			
Employee Development	X	X			
Mentorship	X	X	X	X	X
<b>The Right Numbered of Qualified People Scheduled</b>					
Scheduling	X	X			
<b>Environment Ready</b>					
SS Workplace Organization	X		X		X
<b>Clear Roles &amp; Expectations</b>					
Execution of Best Practices	X	X	X	X	X
Coaching	X	X	X	X	X
Workflow Sustainment				X	X

### Notes

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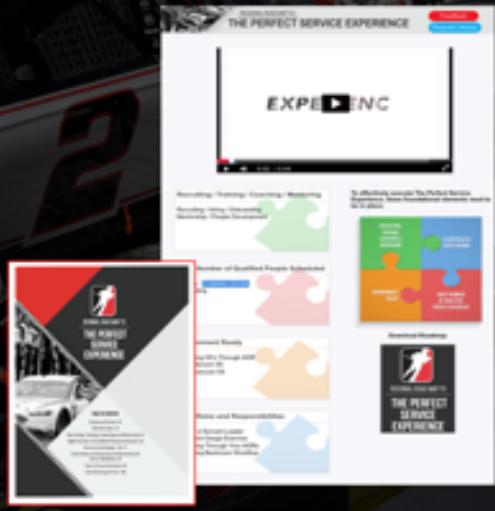
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## **ROAD MAP TO THE PERFECT SERVICE EXPERIENCE**



To help you apply Disciplined Action to each puzzle piece, we are providing you with an incredible support structure:

- KC Support Page
- PSE Core Team
- Road Map Guide
  - Step by Step approach
  - Disciplined within each puzzle piece
  - Tools to use
  - Support team for each puzzle piece



## Notes



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## **MAKING DREAMS COME TRUE**



## Notes