

Perfect Service Experience – Store Manager Kickoff

Use the following the lesson plan to guide you in delivering the Store Manager Kickoff of the Perfect Service experience.

<p>The Perfect Service Experience Intro</p> <ul style="list-style-type: none">• Title / Welcome• A Change in Customer Expectations• The Perfect Service Experience - Video• The Perfect Service Experience Defined• Every Journey starts with a first step• The Four Puzzle Pieces of Discipline• Disciplined Action• Penske Expectations• The Penske 2.0 Leadership Experience - Video	45 Mins
<p>Puzzle Pieces 1 & 2</p> <ul style="list-style-type: none">• Title / What You'll Learn• Recruiting the Right People - Video• Building within opposed to the Free Agent Market• History & Development of Team• Always Building for the Future• Disciplined Action through AOR• Disciplined Staffing & Recruiting• Discipline in Developing our People - Video• Managing Employee Development• The Right Number of Qualified People to Schedule• Winning Starts with the Right People• Disciplined Actions	1.5 Hrs
<p>Break</p>	
<p>Puzzle Piece 3 – Environment Ready</p> <ul style="list-style-type: none">• Title Slide / What You'll Learn• What does your environment say about you? - Video• Race Day & Pit Stall Prep• Reset After each Pit Stop• 5S Best Practices & Standards• Disciplined Action thru AOR• Pride in Ownership• Sustaining the Environment Starts with Expectations• Disciplined Actions	45 Mins

Puzzle Piece 4 – Clear Roles & Expectations

- Title Slide / What You'll Learn
- [Clear Role – Video](#)
- [Tire Changer Cam – Video](#)
- Pit Crew AORs & Best Practices
- [Putting it All Together – Video](#)
- [Teaching People to Think - Video](#)
- Coaching Expectations
- The Expectations of your Coaches (AORs)
- Setting Your People up to Win
- Disciplined Action through AOR
- The Impact of Clearly Defined Roles & Expectations
- Disciplined Actions

1 Hr

Lunch

Applying Servant Leadership to Achieve the Win

- The Role of a Servant Leader
- [Being a Servant Leader – Video](#)
- A Servant Leader on Race Day
- What is a Win?
- Creating a Culture of Winning by being a Servant Leader

45 Mins

Final Break

The Next Steps on Your Journey

- Title Slide / What You'll Learn
- Revisiting our Intent
- Starting your own Journey
- The Expectations of a Model Manager
- Building the Model Store
- [The Discipline Ahead - Video](#)
- The Impact on AOR Development
- Road Map to the Perfect Service Experience
- Pride in the Brand
- We do this Together!

45 Mins