

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.

The Perfect Service Experience Intro	
<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
Puzzle Pieces 1 & 2	
<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
Break	
Puzzle Piece 3 – Environment Ready	
<ul style="list-style-type: none">• Title Slide / Wat 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	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> 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