

SL1 Learning Path – Day 1

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 1							
							1	2	3	4	4.5	5.5	6.5	7
Day 1 Sales Level 1							7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 AM	12:45 PM	1:45 PM	2:45 PM
1. Review and Day prep		0:15												
2. Sales Orientation	0:15	0:15		N										
3. Working Around Moving Vehicles	0:15			Y	0:30									
4. Introduction to Point of Service	0:15	0:30		Y										
5. Development and Coaching						4:30	0:30							
6. Review and close day		0:15												
	7:00		0:45	1:15		5:00	0:30							

- 15 mins Review and Day Prep
 - Briefly review anything from the previous day.
 - Answer questions.
 - Set expectations for the day.
- 15 mins eLearning
 15 mins Review
 - Employee completes **CES Sales Apprentice Orientation**.
 - After completion, sit down and review with employee.
- 15 mins eLearning
 30 mins Coach and Practice
 - Employee completes **Working Around Moving Vehicles**.
 - Walk the property with the employee:
 1. Explain what and why, while watching employees demonstrate.
 2. Discuss the flow of traffic.
 3. Observe customers pulling into parking lot, cars pulling in and out of bays.
 4. Observe Sales staff performing sales-related tasks.
 - Discuss
 - Discuss what the new employee is observing.
 - Explain how they can navigate walking out to vehicles and through the Service Area safely.
- 15 mins eLearning
 30 mins Coach and Practice
 - Employee returns to the Manager's office and completes **Intro to POS**.
 - Employee completes end-of-course activities:
 1. Creates their own customer record
 2. Modifies their own record
 3. Creates a work invoice for labor
 4. Other POS functions
- 4 hrs Coach and Practice
 30 mins
 - Employee spends remainder of shift shadowing Senior or Marketing Manager to observe customer interaction.
 - If customer is comfortable with the experience, you should allow employee to begin scanning tires during VTV and inputting/looking up customer records in POS.
 - Employee performs end of shift/end of day tasks to assist the store.
- 15 mins Review and Close Day
 - Review and close day.