

SL1 Learning Path – Day 2

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 2							
							8	9	10	11	11.5	12.5	13.5	14
Day 2 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. Point of Service develop and coach														
3. Tire Design	0:45	0:15	N			4:00								
4. Tire Performance	0:30	0:15	N				0:30							
5. Pulling Stock	0:15		N											
6. Review and close day		0:15												
	7:00		1:30	1:00			4:30	0:30						

- 15 mins Review and Day Prep
 - Briefly review anything from the previous day.
 - Answer questions.
 - Set expectations for the day.
- 4 hrs Coach and Practice
 - If business permits, have the employee spend the next 1-2 hours shadowing the Senior or Marketing Manager to observe customer interaction.
 - If customer is comfortable with the experience, allow employee to begin scanning tires during VTV and inputting/looking customer records in POS.
- 45 mins eLearning Employee completes **Tire Design**.
 - 15 mins Review and discuss
 - Discuss take-aways with employee on each eLearning.
 - Ask questions to confirm understanding.
- 30 mins eLearning Employee completes **Tire Performance**.
 - 15 mins Review and discuss
 - Discuss take-aways with employee on each eLearning.
 - Ask questions to confirm understanding.
- 15 mins eLearning Employee completes **Pulling Stock**.
 - 30 mins Activity: Shadow and Practice
 - Ask a mentor to take employee into the Service Area and review “Pull List” in the CSL and then assist Service Area by pulling stock for upcoming vehicles with mentor guidance.
- 15 mins Review and Close Day
 - Review and close day.