

SL1 Learning Path – Day 2

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

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| 1. | 15 mins | Review and Day Prep | <ul style="list-style-type: none"> Briefly review anything from the previous day. Answer questions. Set expectations for the day. |
| 2. | 4 hrs | Coach and Practice | <ul style="list-style-type: none"> 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. |
| 3. | 45 mins | eLearning | Employee completes Tire Design . |
| | 15 mins | Review and discuss | <ul style="list-style-type: none"> Discuss take-aways with employee on each eLearning. Ask questions to confirm understanding. |
| 4. | 30 mins | eLearning | Employee completes Tire Performance . |
| | 15 mins | Review and discuss | <ul style="list-style-type: none"> Discuss take-aways with employee on each eLearning. Ask questions to confirm understanding. |
| 5. | 15 mins | eLearning | Employee completes Pulling Stock . |
| | 30 mins | Activity: Shadow and Practice | <ul style="list-style-type: none"> 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. |
| 6. | 15 mins | Review and Close Day | Review and close day. |