

SL1 Learning Path – Day 4

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 4							
Day 4 - Sales Level 1							22	23	24	24.5	25.5	26.5	27.5	28
							7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
1. Review and Day prep		0:15												
2. Development and coach					1:00									
3. Store Mobility	0:30	0:15		Y	1:30									
4. Assembly Inspections course	0:15	0:30		Y	1:00	0:30								
5. Used Tires Best Practice Acknowledgement		0:15			0:30									
6. Repairing the injury Best Practice Acknowledgement		0:15			0:30									
7. Review and close day		0:15												
7:00	0:45	1:45			4:30	0:30								

- 15 mins Review and Day Prep
 - Briefly review anything from the previous day.
 - Answer questions.
 - Set expectations for the day.
- 1:00 hrs Coach and Practice
 - Employee shadows the Senior or Marketing Manager to observe customer interaction.
 - Allow employee to begin scanning tires during VTV and inputting/looking up customer records in POS. Ensure supervision is present for coaching and input.
- 30 mins eLearning Employee completes **Store Mobility**
- 15 mins Review and Discuss
 - Discuss with employee. Ask questions for understanding
- 1:30 hrs Coach and Practice
 - With your support, employee begins practicing using the VTV device and inspecting employee vehicles in parking lot.
- 15 mins eLearning Employee completes **Assembly Inspections for Sales Apprentice**.
- 30 mins Review and Discuss
 - Discuss with employee. Ask questions for understanding.
- 1 hr Coach and Practice
 - Employee shadows Senior or Marketing Manager during VTV inspections with customer. When appropriate, ask the employee to scan tires to build familiarity with the mobility device. Pay close attention to how they use the tool, while inspecting the assembly for any unsafe conditions, and relay that information to you and our customers.
- 15 mins Review Employee reviews **Used Tires Best Practice**.
- 30 mins Coach and Practice
 - Take employee into the Service Area and inspect the used tire rack, tires from the bay, or adjustment rack and look for any unsafe/unrepairable conditions.
- 15 mins Review
 - Employee reviews and acknowledges **Repairing the Injury Best Practice**.
- 30 mins Coach and Practice
 - Employee shadows Senior or Marketing Manager to inspect assemblies and share findings that may result in fixable/non-fixable situations. **Important:** Be sure to highlight any conditions found during the assembly inspection process.
- 15 mins Review and Close Day Review and close day.