SL2 Learning Path – Day 11

Day 11 - Sales Level 2	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 11							
							71	72	73	74	74.5	75.5	76.5	77
							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. Earn the Visit Develop and Coach					1:15									
3. Sales Promotions Basics	0:30	0:15		N										
4. Offering Certificates	0:30	0:15			1:00									
5. Online orders/PIT experience	0:15	0:15		N	0:45	0:30								
6. In Role as Level I Sales			1:30											
7. Review and close day		0:15												
7:00		1:15	1:15	1:30	3:00	0:30								

1.	15 mins	Review and Day Prep	• Briefly review anything from the previous day. • Answer questions. • Set expectations for the day.
2.	2 hrs	Coach and Practice	• Visit the Mystery Shopper page on the KC with the employee and listen to different calls. • Use the ETV Shadow Observation Worksheet while listening to the calls.
3.	30 mins	eLearning	Employee completes **Sales Promotion Basics**.
	15 mins	Review	• Show employee where to find all current promotions on the KC. • Ask employee to walk through the process and role play how to assist customer with promotions.
4.	30 mins	eLearning	Block time out for you to work directly with the employee: **With you** - Employee completes **Our Certificate Program**.
	15 mins	Discuss and Review	Discuss with employee. Use questions to gauge employee's understanding explaining the value of the program.
5.	1 hr	Coach & Practice	Take employee to the Certificates page on the KC: • Review Certificate for Repair, Refund, or Replacement Program OBP • Review CES LEAD Actions Checklist • Role play overcoming objections
6.	15 mins	eLearning	Employee completes **Online Orders & Delivering the Pit Stop Experience** course.
	15 mins	Review	• Discuss course with employee. Ask questions to gauge employee's understanding.
	45 mins	Review, Coach, and Practice	• Show employee where to find the BOPIS page on the KC. • Ask employee to show you what they have learned in the POS (How to find the BOPIS tab, select a customer, and any necessary steps.)
7.	30 mins	In Role	Employee is scheduled to support the sales counter with supervision. **IMPORTANT**: Multiple SL1 employees should not be scheduled at the counter at the same time.
6.	15 mins	Review and Close Day	Review and close day.