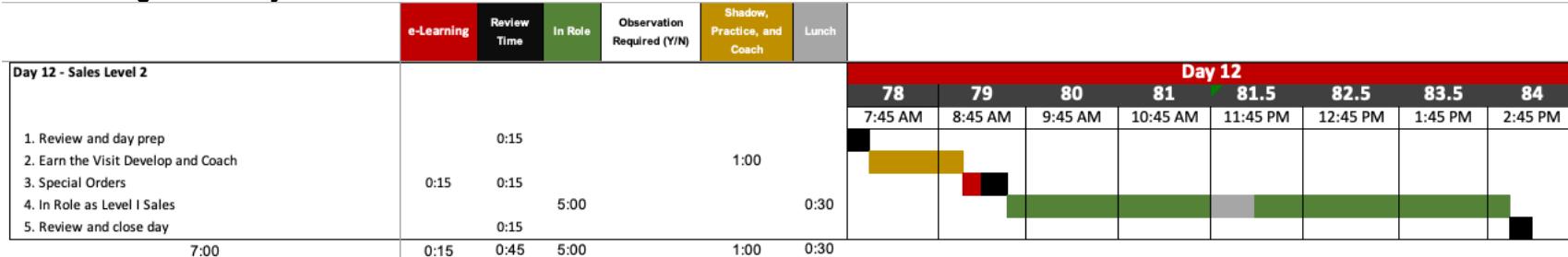


## SL2 Learning Path – Day 12



1.	15 mins	Review and Day Prep	<ul style="list-style-type: none"> <li>Briefly review anything from the previous day.</li> <li>Answer questions.</li> <li>Set expectations for the day.</li> </ul>
2.	1 hr	Coach and Practice	<b>If needed:</b> <ul style="list-style-type: none"> <li>Visit the Mystery Shopper page on the KC with the employee and listen to different calls.</li> <li>Use ETV Shadow Observation Worksheet while listening to calls.</li> </ul>
3.	15 mins	eLearning	Employee completes <b>Special Orders</b> course.
	15 mins	Discuss and Review	Find 3-5 opportunities to have employee perform special order tasks with supervision. <ul style="list-style-type: none"> <li>Show the employee how to navigate to the Special Orders page on the KC.</li> <li>Review materials on the Special Orders page.</li> </ul>
4.	5 hrs	In Role	Employee is scheduled to support the sales counter with supervision. <b>IMPORTANT:</b> Multiple SL1 employees should not be scheduled at the counter at the same time.
5.	15 mins	Review and Close Day	Review and close day.