

SL2 Learning Path – Day 12

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 12							
Day 12 - Sales Level 2							78	79	80	81	81.5	82.5	83.5	84
							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					1:00									
3. Special Orders	0:15	0:15												
4. In Role as Level I Sales			5:00			0:30								
5. Review and close day		0:15												
7:00	0:15	0:45	5:00		1:00	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. | 1 hr | Coach and Practice | If needed: <ul style="list-style-type: none"> Visit the Mystery Shopper page on the KC with the employee and listen to different calls. Use ETV Shadow Observation Worksheet while listening to calls. |
| 3. | 15 mins | eLearning | Employee completes Special Orders 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"> Show the employee how to navigate to the Special Orders page on the KC. Review materials on the Special Orders page. |
| 4. | 5 hrs | 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. |
| 5. | 15 mins | Review and Close Day | Review and close day. |