

SL2 Learning Path – Day 14

Expectation

By the end of 14 Days, the employee should be able to request and complete observation with mentor to complete SL2 program and be scheduled in CREW Time.

Observation should include:

- Demonstration of consistent execution of ETV
- Proper usage of tools and software (Handle BOPIS orders, demonstrate ability to offer promotions, and complete special orders accurately)
- Improved and consistent demonstration of all skills learned in SL1

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 14							
Day 14 - Sales Level 2							92	93	94	95	95.5	96.5	97.5	98
1. Review and day prep		0:15					7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
2. Earn the Visit Shadow														
3. In Role as Level 1 Sales			2:00											
4. Observation & Qualify														
5. Review and close day		0:15												
	7:00		0:30	2:00		4:30	0:30							

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.	1:45 hrs	Coach and Practice	<ul style="list-style-type: none"> • Visit the Mystery Shopper page on the KC with the employee and listen to different calls. • Employee participates in calls with supervision (as needed). • Use the ETV Shadow Observation Worksheet while listening to the calls.
3.	2 hrs	In Role	<p>Employee is scheduled to support the sales counter with supervision.</p> <p>IMPORTANT: Multiple SL1 employees should not be scheduled at the counter at the same time.</p>
4.	2:45 hrs	Observation and Qualify	Employee demonstrates Sales Level 2 ability while being observed.
5.	15 mins	Review and Close Day	Review and close day.

LEVEL 2 SALES QUALIFIED

Total Level Hours	e-Learning	Review	In role	Observations Count	Shadow, practice, and
35:00	2:30	4:00	16:45	2	11:45