

## SL3 Learning Path – Day 15

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 15								
Day 15 - Sales Level 3  1. Review and day prep 2. In Role Level II Sales 3. Fitment Validation - Wheels 4. Discount Card (Synchrony Finance) 5. in Role as Level 1 Sales 6. Review and close day		0:15	3:45			0:30	99	100	101	102	102.5	103.5	104.5	105	
							7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM	
	0:30	0:15		No											
	0:30	0:15		No											
			1:15												
		0:15													
7:00	1:00	1:00	5:00			0:30									

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|----|----------|----------------------|---|
| 1. | 15 mins  | Review and Day Prep  | Briefly review SL2 progress, areas to focus on, and share what has been working well.   |
| 2. | 3:45 hrs | In Role              | Employee is scheduled to support the sales counter as a Level 2 Salesperson with supervision.   |
| 3. | 30 mins  | eLearning            | Employee completes <b>Fitment Validation - Selling Wheels and Accessories</b> .   |
|    | 15 mins  | Review               | <ul style="list-style-type: none"> <li>Show employee where to find Wheels page on the KC.</li> <li>Ask questions related to content.</li> <li>Ask employee to demonstrate wheel fitment using the POS. Employee can use their own customer record / vehicle for this exercise.</li> </ul>   |
| 4. | 30 mins  | eLearning            | Employee completes <b>Discount Tire Card (Synchrony)</b> course.  |
|    | 15 mins  | Review               | <ul style="list-style-type: none"> <li>Show the employee where to find the DT Financing page on the KC.</li> <li>Review the process with the employee.</li> </ul>   |
|    |          | Coach and Practice   | <b>Important (on going opportunity)</b><br>Since there is no way to demonstrate this, the next time a store has the customer fill out the application, ask the employee to participate in the experience with the customer to gain familiarity with this process or be allowed to do it with the customer under close supervision |
| 5. | 1:15 hrs | In Role              | Employee is scheduled to support sales counter as Level 2 Salesperson.  |
| 6. | 15 mins  | Review and Close Day | Review and close day.   |