

SL3 Learning Path – Day 16

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 16										
	106	107	108	109	109.5	110.5	111.5	112	7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM	
Day 16 - Sales Level 3																	
1. Review and day prep		0:15															
2. Sunbit Financing		0:15	0:15	N													
3. B2B Fleet Support		0:15	0:15	Y													
4. Incident Reporting		0:30	0:15	N													
5. In Role Level II Sales			4:45														
6. Review and close day		0:15															
	7:00		1:00	1:15	4:45		0:30										

1. 15 mins Review and Day Prep
 - Briefly review anything from the previous day.
 - Answer questions.
2. 15 mins eLearning Employee completes **Sunbit 2nd Tier Financing** course.
- 15 mins Review Have employee show you where to find these pages on the KC:
 - DT Financing
 - Sales Promotions
 - BOPIS
 - Wheels
3. 15 mins eLearning **Block time out for you to work directly with the employee.**
WITH YOU - Employee completes **Business-to-Business (Fleet) Support** course.
 - 15 mins Review
 - Reinforce the importance of the Fleet business.
 - Ask Fleet-related questions to ensure knowledge retention.
 - Show the employee where to find the Fleet page on the KC.
 - Coach and Practice **Important (on going opportunity)**
Since there is no way to demonstrate this, the next time a store has a Fleet customer, as 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.
4. 30 mins eLearning Employee completes **Incident Reporting**.
 - 15 mins Review
 - Demonstrate how to navigate to Claims page on the KC.
 - Review content/answers any questions.
5. 4:45 hrs In Role Employee is scheduled to support the sales counter as Level 2 Salesperson (supervision as needed).
6. 15 mins Review and Close Day