

SL3 Learning Path – Day 16

	e-Learning	Review Time	In Role	Observation Required (Y/N)	Shadow, Practice, and Coach	Lunch	Day 16							
Day 16 - Sales Level 3							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
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			0:30								
6. Review and close day		0:15												
7:00	1:00	1:15	4:45			0:30								

1.	15 mins	Review and Day Prep	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	Review and close day.