

Training Agenda

RiseUP 2020

Week 1

3/3

Orientation

What is Retail?

- Multichannel and Omnichannel Retailing
- Distribution Channels and Retail Ownership
- The Economic Impact of Retail
- **Supporting Activity** Opening assessment exercise – My Values
- **Supporting Activity** Pre-Test Great Customer Service Now (GCSN)

Understanding the Customer

- Customer Mindsets
- The Customer Loyalty Lifecycle
- Consumer Behavior (Including technology)
- **Supporting Activity** – Flash cards for the different kinds of retail & assorted terminology
- **Supporting Activity** – Community review Rio Shopping Center to review kinds of retail

3/4

The Value of Customer Service

- Company Brand and culture
- Quality Customer Service
- The Impact of Poor Customer Service
- **Supporting Activity** - Role Playing Exercise
- **Supporting Activity** - Poor Customer Service Stories

Knowing Products and Services

- Features and Benefits

- Product Knowledge and Customer Service
- Continuous Learning

➤ **Supporting Activity** – Outcomes Shark Tank

3/5

- Transferable skills activity and O*Net research
- Ready to Work Inventory
- Transportation Discussion and employer mapping

➤ **Supporting Activity** – Chapter 1 Quiz

➤ **Supporting Activity** – Outcomes Shark Tank 2

Week 2

3/10

Knowing the Customer

- Connecting to the customer
- Customer Needs and Interest
- Listening to the Customer and Confirming Needs

➤ **Supporting Activity** - Active Listening exercises with SLP

➤ **Supporting Activity** - Ask/Make/Give Activity

➤ **Supporting Activity** – Take 1 and 2

3/11

Meeting the Customer's Needs

- Customer Loyalty and Personalized Service
- Comprehensive Solutions and Add-on Services
- Overcoming Objections

➤ **Supporting Activity** – Personal and Practical Needs

3/12

Making the Sale

- Processing and Completing the Transaction
 - Cash Transactions and Making Change Correctly
 - Debit, Credit and Mobile Payments
- **Supporting Activity** – Hands on experience with CVS Regional Training Center

Week 3

3/17

Furthering Your Customer Service Skills

- Nonverbal Communication
 - Handling Multiple Customers
 - Addressing Customer Complaints, Exchanges and Returns
- **Supporting Activity** - Role play activities
- **Supporting Activity** – Customer Service Skills Quiz

The Brand is You

- Employability Attributes and Professionalism
 - Foundational Knowledge
 - Communication Styles
- **Supporting Activity** – The 5 Essential Customer Service Skills Article

3/18

Professionalism in the Workplace

- Teamwork and Problem Solving
- Developing Goals
- Technology and Time Management

- **Supporting Activity** – Goal Setting

3/19

Resume Creation and Review

- **Supporting Activity** – Support in Creating Updating resume

Week 4

3/24

- **Supporting Activity** - Resume Peer Review and updates

3/25

Job Development methods and Strategies

- **Supporting Activity** Sample Application
- **Supporting Activity** Understanding personality assessments

3/26

- **Supporting Activity** Employer Meet and Greet/Informational Interviews
- **Supporting Activity** Acting for the job

3/27

- **Supporting Activity** Holland Code Activity – O*Net Research
- **Supporting Activity** Mapping your career Path

Week 5

3/31: Review Day 1

4/1: Review Day 2

4/2: Review Day 3

- **Supporting Activity** – Problem Solving
- **Supporting Activity** - CAPS Assessment

- **Supporting Activity** – Decision Making flow chart mapping
- **Supporting Activity** - Post-Test Great Customer Service Now (GCSN)

Week 6

Testing scheduled 4/7 – 4/9

- **Supporting Activity** – Additional preparation one-on-one as needed for the test

Week 7

3/24: Interview Skills 1

- **Supporting Activity:** Interview fundamentals
- **Supporting Activity:** Scripting for Retail Questions

3/25: Interview Skills 2

- **Supporting Activity** – Mock Interviews – Video review session
- **Supporting Activity** – Digital/Zoom interview
- **Supporting Activity** – Phone Interview

3/26: Interview Skills 3

- **Supporting Activity** - Mock interviews with Community Employer
- **Supporting Activity** - Retail Guest speaker

Week 8

4/14 – Interviews

4/15 – Interviews

4/16 - Interviews

- Ongoing depending on employer and consumer scheduling