

ACTION PLAN

What will you do differently as a result of what you learned in this section?

We will implement a Phone Training process. Hiring a company (Travel/ADP) to send all of our employees to learn a set phone process for our store.

What will be the benefits of making these changes? What will be the consequences if you don't do anything differently?

- 1st. More Professional
- 2nd. Higher CSI
- 3rd. Confident Employees
- 4th. Higher Sales + Gross

Consequences * Lower CSI, lower #'s, / No Order
 What obstacles might you encounter and how can you overcome them?

- ① Employee NOT willing to change
- ② CONSISTENCY
- ③ Cost of Training

Identify your first few steps and the people who can help you with them.

- ① Phone Training Company
- ② Schedule of off-site or on-site training

Start Date: 4/1/2022 Completion Date: ON GOING