



Connect: Start the Drill

Roles and Scenario:

1. Trainer plays the Guest; trainee plays the Team Member.
2. Select a "Guest Vibe"
 - a. one at a time until all are practiced.
3. Team Member approaches and starts a natural conversation based on what they observe.
4. Switch roles to practice how to connect with each different vibe.

Guest Vibes



CONNECT

After greeting, adjust **tasks to mingle with intention to connect** and **notice the guest**. Let them settle in, then spark conversation.

SAY What You See

Here are a few examples, make it your own

Notice the guest and speak to what feels natural.

Be real, kind, and curious. People respond best when they feel seen, heard, and valued.



CONNECT: Mingle & Match the Mood Coaching Card



Coaching Objective

Practice connecting. Observe where they are browsing and use what you see or notice to start a natural conversation. Focus on making the guest feel seen and valued through simple, genuine comments about what they are wearing, holding, or shopping.

Coaches Challenge

Observe & Ask:

- Did the team member pause to read the guest before approaching?
- What did they see or notice that helped them open the conversation?
- Did their greeting start with an observation like "I see you found ..." or "I noticed...?"
- Did their energy and tone match the guest's vibe?
- Did the interaction feel natural for both the guest and team member?

Continue: Validate Their "Connect" Ability

The trainer needs to validate the team member's ability to Connect. Continue sets timebound improvements so the team member can practice and refine their skill

- Ready: Nailed it.** They did it right and can own it on their own next time.
- Refine: Almost there.** Show or give a quick tip to tweak or adjust how they do it.
- Retry: Needs a reset.** Model the skill again and have them practice it right away.