



Connect: Start the Drill

Ask for key takeaways from the training. See if they have any questions, review the Skill Drill, and begin.

Roles & Activity:

1. Trainer starts as the Cashier and trainee as the Guest.
2. Trainer should model the expected cashier interaction by following the track.
3. Discuss how the interaction went.
4. Ask the trainee to provide feedback and a rating.
5. Reverse roles and have the trainee act as the Cashier in Sitoo practice mode.
6. Trainer will select a Guest Type to play out. ➡

Guest Type



- Very Friendly
- Extremely Indecisive

- Friendly
- Not a gift

- Straightforward
- Rushing the transaction

Cashier Talking Track

- 1 Customer Capture
 - What is a current email address on file?
 - What is a good email for you today?
- 2 Compliment the selected item(s)
 - Love the [colors or team] you selected.
 - This is one of my favorite items.
- 3 Wrap it up:
 - Which items need a gift receipt?
 - What kind of gift bag are you going with today - Team or Kraft Bag?
- 4 Gift Card Option, one must be asked:
 - How many gift cards will you need today?
 - Is there anyone else on your list that needs a gift card today?



Delight: Fan Farewell Coaching Card



Coaching Objective

Validate that the team member can deliver all talking points consistently in an engaging way, offering gift solutions while efficiently and accurately ringing up purchases in Sitoo practice mode.

Coaching Challenge

Observe & Ask:

- Did the cashier keep their tone upbeat and natural?
- Did they use the talking points in a conversational way rather than scripted?
- Did they offer gift bags, receipts, or gift cards smoothly?
- Was the farewell energy-friendly, quick, and sincere?

Continue: Validate their “Delight” Ability

The trainer needs to validate the team member’s ability to Delight. 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.