



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 acts as a guest checking out with 3–4 mixed items – two are gifts, one has a hard tag, and one is personal.
2. Guest changes their mind mid-transaction (adds or removes an item).
3. Cashier must: Catch the hard tag and offer both bag options, starting with reusable bags.
4. Separate gift items, wrap accurately, and provide gift receipts.
5. Trainer times for 45 seconds and scores attention to detail, accuracy, and flow.

Team Member Challenge

- Lead with the Fan-favorite reusable bag using upbeat, positive language.
- Transition smoothly to the free Rally-branded Kraft bag if the guest declines.
- Make sure all gift items are properly wrapped.

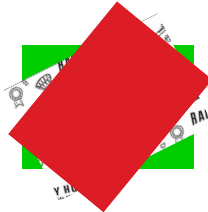
Refresher

Build the Gift Bag

Empty Bag



3-sheets = a Bundle



Med Bags X2 Bundles



LG Bags X3 or 4 Bundles



Delight: Wrap It Up Coaching Card



Coaching Objective:

Coach confidence, speed, and accuracy under pressure—offer both bag options, catch details, and finish neat and upbeat.

Coaching Challenge

Observe & Ask:

- Did they offer both bag options confidently?
- Did they stay calm and accurate?
- Did they catch all details (hard tags, gift receipts, tissue for the bag)?
- Was the wrap clean and quick?

Continue: Validate Their “Delight” Ability

The trainer needs to validate the team member’s ability to Delight. Continue is about giving feedback, getting commitment to improve, and setting a time to check back in.

- ✓ **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.