

MOD Party Review Endless Aisles Skill Drill



Endless Aisle Scenario 1: This store does not carry the team the guest is looking for.

Guest comes in and the Party Host

- ★ F: Says, "Welcome to Rally House. What brings you in today?"
- ★ A: They learn the guests favorite team and immediate know this location does not have that product.
- ★ N: **Party Host needs to NOW offer Endless Aisle solutions.**

Scenario Steps



1. Team members will be the Party Host and the MOD will be the guest.
2. Reverse the roles for the MOD to show what great looks like.
3. Practice as many times as needed based on the score. Utilize Rally Rounds to continue to practice.
4. Team members should lead with positive statements like...
 - "Let's pick out some new gear together."
 - "Can't wait for you to see everything we offer!"
 - "Let me show you what we have."



Rate their Endless Aisles Ability

- ★★★★★ Great, Endless Aisles was offered as a seamless solution to help our guest!
- ★★★★ Good Job, team member needs to adjust language in how they offer Endless Aisles.
- ★★★ Okay but needs to practice each shift.
- ★★ Will need multiple connect and coach sessions each shift.
- ★ Needs to re-train with coaching each shift to see immediate improvement.

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Endless Aisle Scenario 2: This store has minimal assortment for the guests favorite team.

Guest comes in and the Party Host

- ★ F: Says, "Welcome to Rally House. What brings you in today?"
- ★ A: They learn the guests favorite team and immediate know this location has minimal assortment.
- ★ N: **Party Host needs to NOW offer Endless Aisle solutions.**

Scenario Steps



1. Team members will be the Party Host and the MOD will be the guest.
2. Reverse the roles for the MOD to show what great looks like.
3. Practice as many times as needed based on the score. Utilize Rally Rounds to continue to practice.
4. Team members should lead with positive statements like...
 - "Let's pick out some new gear together."
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Endless Aisle Scenario: This store has missing size assortment for the item the guest is wanting.

Guest comes in and the Party Host

★F: Says, "Welcome to Rally House. What brings you in today?"

★A: The guest shows them the item they are wanting and the team member verifies the store is out of the size.

★N: Party Host needs to **NOW offer Endless Aisle solutions.**

Scenario Steps



1. Team members will be the Party Host and the MOD will be the guest.
2. Reverse the roles for the MOD to show what great looks like.
3. Practice as many times as needed based on the score. Utilize Rally Rounds to continue to practice.
4. Team members should lead with positive statements like...
 - "Let's pick out some new gear together."
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Endless Aisle Scenario: This guest is looking for a Dropship item from Online.

Guest comes in and the Party Host

- ★ F: Says, "Welcome to Rally House. What brings you in today?"
- ★ A: The guest shows them the item they are wanting and the team member sees it is dropship.
- ★ N: **Party Host needs to NOW offer Endless Aisle solutions.**



Scenario Steps

1. Team members will be the Party Host and the MOD will be the guest.
2. Reverse the roles for the MOD to show what great looks like.
3. Practice as many times as needed based on the score. Utilize Rally Rounds to continue to practice.
4. Team members should lead with positive statements like...
 - "Let's pick out some new gear together."
 - "Can't wait for you to see everything we offer!"
 - "Let me show you what we have."



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- ★★★ Okay but needs to practice each shift.
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- ★ Needs to re-train with coaching each shift to see immediate improvement.

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Endless Aisle Scenario: The guest does not want the item shipped.

Guest comes in and the Party Host

★ F: Says, "Welcome to Rally House. What brings you in today?"

★ A: The guest shows them the item they are wanting and the team member sees it is dropship.

★ N: **Party Host NOW offer Endless Aisle as a solution, but the Guest does not want it shipped.**



Scenario Steps

1. Team member will be the Party Host and the MOD will be the guest.
2. Reverse the roles for MOD to show what great looks like.
3. Practice as many times as needed based on the score. Utilize Rally Rounds to continue to practice.
4. Team member should:
 - a. Acknowledge the Objection: Say something like, "I hear you" or "I understand."
 - b. Relate: Say something like, "I can relate" or "I have had other guests with similar concerns."
 - c. Explain: Say something like, "What I have found is that ordering it now will save you time looking for something similar or eventually having to order it online later anyway."



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- ★★★★★ Great, Endless Aisles was offered as a seamless solution to help our guest!
- ★★★★ Good Job, team member needs to adjust language in how they handle objections Endless Aisles.
- ★★★ Okay but needs to practice each shift.
- ★★ Will need multiple connect and coach sessions each shift.
- ★ Needs to re-train with coaching each shift to see immediate improvement.