



# JUST BROWSING

# Welcome>Connect>Detect using FAN

Follow the FAN track below.

## Find out why they came in to Rally House



**SAY** "Welcome to Rally House, is this your first time in?"

**LISTEN** *I'm just looking*



## Ask Open ended questions



**ASK** "Awesome! We have several team shops. **What's your favorite team so I can guide you to there?**"



### Guest provides answer

Walk with the guest & continue to ask FAN questions.

**Guest does not want help**  
**MATCH THEIR ACTION AND GIVE THEM SPACE.**



- Let them know your name and that you are **happy** to to help if they have any questions.



**ASK** "We have a great assortment, who are you shopping for?"



### OTHER PROBING QUESTIONS TO CONSIDER ASKING

#### Family>Friend>Self

- Who are they shopping for?
- What teams do they love and why?
- What's their favorite color or activity?
- What can I help you find for yourself?

#### Fun> Fan Gear

- What are we celebrating?
- What are some favorite hobbies?
- How will you or they use the product the most?
- When will you or they need the product by?
- What is the range you are looking to spend?

## Now Offer Product you love for them!



**SAY** "Let me show you some **fan favorite** items that may work **great** for you! I **love** these because [talk about quality, fit, cool detail]."

**You are the product expert.**

*Sharing why you like something helps others notice details and trending items. Be genuine and show excitement about the products at Rally House.*

## Gifting, Closing Solution



**SAY** "Gift cards are **always** a perfect touch. Who on your list could you **surprise** with a gift card?"



Party Steps training is applied throughout this talking track. The **POSITIVE** language is in **BOLD**.

# Breakaway Statements Ideas

*Use these when we have a full house with many guests to help at once.*

"I'll give you the opportunity to explore our product, and I can check back in."

"Take a look at our [blank] selection, we have several styles to choose from! I will be back over to check on you"

"Here is our [women's team] section. I am going to check on a few other customers in this area. If you need suggestions or any other help, my name is Ashley."

"Here is our \_\_\_\_ section. Take a look and I'll be back to check on you. Stefanie is also nearby to help."