



RATE THE PARTY: M.O.D. RALLY ROUNDS

Creating the ultimate party environment requires constant observation and coaching from leadership to deliver consistent results. The MOD (Manager on Duty) needs to stay committed to the guest experience by regularly **connecting** and **coaching** the team to **continue** the 5-star experience by making the rounds of the party.

As an **MOD**, you set the tone of the party, and Rally House sets the expectations.

Your role is to step back and look at the big picture objectively by asking yourself what the guest is 😊 seeing, 🎧 hearing, ❤️ feeling based on what we, the Rally House team, are doing and saying. This process begins the day and is held at the start of every shift and through the day.

Connect with a Party Review (Occurs once in the first 5 minutes of shift)

- ★ **Key Business:** Discuss sales goals, events, and store priorities for the day/week.
- ★ **Zoning:** Assign team members to areas, breaks, and tasks; ensure proper dress code and equipment (lanyard, apron, Yealink phone, Zebra, Party Guide).
- ★ **Test Call:** Have a team member perform a test walkie call.
- ★ **Zipline:** Ensure completion of all Zipline tasks and assigned training.

Continue: Set the expectation for them to share key takeaways from Zipline during the next **Rally Round**. Give a general time the next **Rally Round** will occur.



Rally Rounds (Ideally every 30 minutes)

The objective: The MOD rates the party by frequently circulating the store, leading the team.

The frequency of the **Rally Rounds** will vary based on people/tenure, volume, store complexity, and task load. MODs need to determine the frequency of Rounds per hour and decide what is covered. **Minimum round is once an hour.**

★ **Connect & Coach** in the moment, **Culture and People:**

- Recognize and acknowledge desired behaviors each round.
- Is the team member engaged and performing?

★ **Connect & Coach** in the moment, **Operations and Loss Prevention (LP):**

- Ensure task completion is accurate and efficient while team member interacts with guests.
- Is the team member aware and responsive in their area?
 - Walk LP hot spots and review any LP incidents
 - Role-play LP scenarios if needed.
 - Ensure Fitting Rooms are locked and clear from product.

★ **Connect & Coach** in the moment, **RH Visuals (Product & Productivity):**

- Walk the area, look for visual opportunities, what needs attention now or general recovery.
- **Manage the Day** is on track. Check VMC progress and, if applicable, VMA task progress.

★ **Connect & Coach** in the moment, **Experience & Engagement:**

Party Host

- Is the 7-second snapshot a 5-star experience?
- "Welcome to Rally House" is said with a Whole Body Hello.
- Determine if the Party Host has the ability to host, if not rezone or take the Party Host role.

All team members

- Observe **Connect>Detect> Recommend**
- Ask them about who came in and how did they help the guest?
- Provide **business reads every 2 hours** and communicate any strategy to increase sales.

Continue: Provide Ready, Refine within timeframes of the next **Rally Round** and repeat the process until **Post Party**.

Connect with a Post Party (General Recovery, final hour of business)

- Delegate **General Recovery** closing tasks.
- Provide last hour of business focus and results.

Continue: Leave final communication on **Zipline Day sheet**, briefly recapping the day.

★ Power Hour (Optional MOD Call-Out – Use When the Energy Drops)

Sometimes the Party needs a reset, when scheduled to Rally Rounds, you call the plays. Power Hour is a quick, all-hands-on-deck rally led at the MOD's discretion to boost energy, presence, and floor execution.

Use Power Hour to:

- Re-energize the team when momentum dips
- Reset floor standards: restack, clean up teams, refresh hot spots (cashwrap, fitting rooms, work station areas)
- Refocus the vibe: remind the team what a 5-star party looks and feels like

Keep it Fast + Focused:

- Set a visible timer (15–20 minutes)
- Assign quick win zones
- End with shoutouts + “let’s crush this next hour” vibe

MOD Pulse Check- Every Rally Round

Ask yourself:

- Did I coach at least one person this round?
- Did I redirect or recognize great service or behavior/outcomes?
- Did I raise the energy?
- Did I model the behavior I’m asking for?

This is your party; own it like a boss. If the party is falling short, it starts with what the MOD is modeling. Party Ratings below.



Rate the Party

★★★★★ **Epic** The Perfect 5 Star Party in the CORE aspects of the business!

★★★★☆ **Memorable** Minor tweaks to enhance the Party!

★★★☆☆ **Mid Level** Basic experience Let's Rally to improve!

★★☆☆☆☆ **Forgettable** Experience & environment need immediate attention.

★☆☆☆☆ **Major Party Foul** Too many issues: All Hands meeting required to reset the Party expectations.

🔍 Identify Party W.O.P. _____

Wins: What is going great!

Opportunity: What needs to improve?

Plan: How will each team member uphold the plan?

RALLY HOUSE

Discuss what you 🗣️ See 👁️ Hear 🎧 Feel ❤️ Feel

Observe the stores overall environment utilizing the information below and Rate the Party. Be objective, get curious and ask questions, aim to achieve 5 Stars!

Complete a Rate the Party Assessment in Zipline weekly or as needed to ensure your team is well-informed and intentionally coached for growth.