

# M.O.D. GOALS





Checklist reminding how you can bring the 🎉 Party each shift as the MOD.

- Create the 5-star customer experience –always. Your role is to teach your team how to engage & **Create Connections** with our Guests!
- Host successful parties through problem solving, offering meaningful solutions
- Execute with precision in everything we do through a laser focus on communication and accountability.
- Ensure our stores have everything our customers need.
- Increase focus on people development and the employee experience.
- Support Team Members to resolve issues following company policy and procedures.

# RATE THE PARTY M.O.D. QUICK GUIDE



## Connect & Coach in the moment for Culture and People:

- Test their Zipline knowledge. If they cannot share communication, direct the Team Member to look over Zipline messages and tell you one thing they learned.
- See how everyone is doing what is going great for them,  Shout Out or  High-Five those doing a fantastic job; let them know what you appreciate.
- Disengaged Team Members may need more attention, ask questions to learn more. Level set what you need from them and acknowledge them when they follow through.

## Connect & Coach in the moment for Operations and LP

- Make sure Team Members are completing tasks while mingling with the guests.
- Give feedback on tasks, provide timeframes for task completion, do some LP role play or walk the LP Hot Spots together.
- Loss Prevention (LP) can be intimidating for associates. The more you practice together the more engaged the team will become.

## Connect & Coach in the moment RH Product & Productivity:

- Take the time to walk areas with Team Members to look for visual opportunities and show you what areas they think need the most attention. Align and have them start working on the area that needs the most attention.
- Ask them about products from the area they are working in.
- Ask how certain products fit, are there more in back, are 1's and 2's out of place.

## Connect & Coach in the moment Experience & Engagement

- Ask Team Members key points about different Party Steps.
- Do they understand their role in each step?
- Role Play as needed and help them relate to why the Party approach is good for our Guests.

## Party Host

- How was the 7 second snapshot when entering the store?
- "Welcome to Rally House" is being said every guest, every time.
- The host is mingling and learning if this is a guests first time to Rally House and providing a quick tour/ overview if this is the guest first time to a Rally House.

Thanks again, everyone, for attending the Rate the Party call and completing the assigned course. Here is a quick resource guide that includes the MOD checklist and coaching in-the-moment tips to better support the MODs as we implement Rate the Party.

This guide is available in the Zipline Library > CORE > Experience & Engagement > scroll down for the PDF, or access by clicking the link below.