



Welcome Skill 1: Energetic & Approachable

Activity: Greeting Replay

- MOD says: "Greet me twice. First time normal, second time with 20% more energy."
- TM adjusts tone, smile, and posture.

Coaching Tip:

Reinforce that energy doesn't mean fake; it means warm and genuine, and acknowledge that 20% more is best for the guest.

If the TM does not show an increase in energy, model it for them to understand the difference.

Only initial their Party Deck Card if they demonstrate Party Ready



Welcome Skill 2: Responsive

Activity: Multiple Guests

- MOD says: "A guest walks in holding a return and another walks up behind them asking you about a shirt they saw on TV and wanting help. What happens next?"
- TM responds: Explains what they would do first and how they would make both guests feel acknowledged.

Coaching Tip:

Reinforce that responsiveness is about quick, confident choices but also calling for backup and getting help. Guests want to feel noticed and helped fast.

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Welcome Skill 3: General Navigation

Activity: Redirect Drill

- MOD asks: "Where's the newest [said team product or use a common question at your location that the Party Host needs to be prepared for]?"
- TM must answer with confidence or redirect quickly.

Coaching Tip:

Praise confident answers and provide support on how the team member can stay prepared for New Arrival navigation or prepare for commonly asked questions.

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Welcome Skill 4: Situationally Aware

Activity: Spot the Scene

- MOD asks the TM to recap what the entry zone feels like: "Tell me what a guest would notice as great and what a guest might interpret as off-putting."
- TM scans and calls out details (cleanliness, traffic flow, LP risks).

Coaching Tips:

Highlight strong awareness. If they miss something, remind them: "Guests notice everything – be the first to see it." Ask the TM to share what they will do moving forward to notice the details.

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Welcome Skill 5: Adaptable

Activity: Curveball Greeting

- MOD enters as a guest with a “curveball” (on the phone, arms full, looks rushed).
- TM must adjust their approach: short greeting, step aside, or redirect.

Coaching Tip:

Praise when they pivot naturally. If they freeze, remind: “Not every guest is the same. Adapt to the vibe.”

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Delight Skill 1: Engaging

Activity: Farewell Replay

- MOD role-plays as a guest checking out.
- MOD asks the team member, “I want you to celebrate the guest’s selection from start to finish.”
- TM will need to engage for the entire process.

Coaching Tips:

Highlight how tone and interaction forms the guest’s final impression. Reinforce: “Make every guest feel like the star of the send-off.”

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Delight Skill 2: Efficient

Activity: Two-Item Checkout

- MOD role-plays with 4 to 5 items and imagine a line of 4 guests behind waiting.
- TM practices ringing quickly while maintaining eye contact and giving a farewell, while keeping the line in mind.

Coaching Tips:

Praise when pace feels smooth but still personal. If rushed, remind them: "Fast is good; connection is what they'll remember." Reinforce what they can do to call for help or ways to move efficiently.

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Delight Skill 3: Accurate

Activity: Transaction Test

- MOD sets up a scenario: A guest has a split tender where they want to use a gift card and cash to pay.
- TM walks through ringing correctly so the guest has a great experience.

Coaching Tip:

Reinforce the proper order of the split tender and how it impacts the guest if done incorrectly. Ensure the transaction ends with the guest smiling and confident about their purchase.

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Delight Skill 4: Solution Oriented

Activity: Endless Aisles and More

- MOD set up the scenario: A guest does not seem thrilled during the checkout process and they express being upset that we did not have an item they were looking for.
- TM needs to provide 1-2 options that could help the guest before they leave.

Coaching Tip:

Align that Delight is the send-off and we want to ensure all options have been provided. Reinforce Endless Aisles and check if the guest would like suggestions on something similar. Coach to move into Detect to learn more.

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Delight Skill 5: Consistent

Activity: Peak Rush Drill

- MOD says: "Pretend there is a large line of 5 plus guests waiting and there is no back-up to help. What is your best move in this situation?"
- TM should walk through how they would modify the Delight experience to get through the line to avoid a negative wait time.

Coaching Tip:

Reinforce that full service still matters, even during rush periods. Keep the tone upbeat and efficient. Always ask if a gift receipt is needed—if yes, skip wrapping and add unprepped tissue to the kraft bag and quickly add product.

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Connect Skill 1: Proactive Awareness

Activity: Awareness Scan

- MOD says: You notice more than one guest enters the team section at nearly the same time.
- MOD asks: How do you connect with both in a genuine way?

Coaching Tip:

Look for their ability to make a general comment that could apply to both; the commonality is the team they are entering.

Reinforce that awareness = better connection, and often there will be scenarios where more than one guest will need help simultaneously.

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Connect Skill 2: Approachable Presence

Activity: Whole Body Warm-up

- MOD says: "I'll enter the zone twice. First time, greet me normally. Second time, exaggerate open body posture and friendly tone. Notice the difference."

Coaching Tip:

Highlight how posture and tone change the guest's feel. Reinforce that even small shifts in openness make a big impact.

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Connect Skill 3: Conversational Confidence

Activity: 3 Openers in 30 Seconds

- MOD says: "Give me three quick ways you could start a conversation with a guest looking at [pick 3 different popular department items]."
- TM must act out what they would say with the MOD.

Coaching Tip:

Celebrate natural phrasing and creative approach. If it sounds scripted, remind them: "It should feel like talking to a fan, not a checklist." Help them with adjustments they could make or what you would say.

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Connect Skill 4: Observation

Activity: Say What You See

- MOD: Grab a soft, small ball and go near a team member.
- Toss the ball to the TM and ask them to start a connection based on what they see or notice you, as the guest, doing or browsing.
 - Example: Looks like you might be a [blank] fan?!

Coaching Tip:

MOD should look for the team member's ability to read the guest's behavior, pivot in the moment, and make the interaction feel personal and relevant to them.

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Detect Skill 1: Active Listening

Activity: Repeat It Back

- MOD says: "I'm going to tell you what I'm shopping for. Listen, then repeat back the key details in your own words and add a follow-up question."
 - Example: MOD says, "I'm buying for my brother who's a big Chiefs fan."
 - Team member repeats: "Okay, gift for your brother who loves the Chiefs."

Coaching Tip:

Praise when they capture the detail; if they miss, remind them to slow down and listen before reacting.

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Detect Skill 2: Questioning

Activity: The Open Ended Discovery

- MOD says: "I'm shopping today. Ask me four open-ended questions; one about Family, one about Friends, one about Fun, and one about Fan Gear."
- TM should ask their questions to the MOD and repeat back a key detail they heard in the MOD's response. Ok, I heard you are looking for [what they heard].

Coaching Tip:

Celebrate open-ended phrasing (Who/What/When/Where/How). Make sure to point out if there was misalignment from the response to what the TM heard.

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Detect Skill 3: Curiosity

Activity: Dig Deeper

- MOD says: "I'll give you one detail. Your job is to ask me a follow-up question that digs deeper."
 - Example: MOD: "I'm looking at hats."
 - TM: "Do you want it for game day or everyday wear?"

Coaching Tip:

Highlight when they naturally build from the answer. If they stop at one question, remind: "Stay curious – what else could you ask?"

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Detect Skill 4: Adaptive Questions

Activity: Question with

- MOD: Grab a soft, small ball and pair up with a team member.
- Choose a topic (example: "Shopping for Mom").
- Ask a Detect question related to that topic, then toss the ball to the team member.
- TM responds with a different open-ended Detect question tied to the same topic and tosses the ball back.
- Continue until someone repeats, asks a closed question, or goes off-topic.

Coaching Tip:

This is a fun way to practice thinking on your feet and asking relevant open-ended questions.

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Recommend Skill 1: Product Knowledge

Activity: Scavenger Hunt Fan Favorites

- MOD says: "Pick 3 of your favorite items. When I circle back, tell me why I should love them – maybe the quality, the look, the feel, or the color."
- Circle back within the hour for a quick share-out.
- Repeat activity for your top 3 teams.

Coaching Tip:

Praise clear product details and positive positioning or language. If too vague, ask: "What makes it different from the others on the wall?"

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Recommend Skill 2: Confidence & Influence

Activity: One-Line Value Builder

- MOD says: "Pick one product and tell me one reason it's worth loving. Keep it short, like you're pointing out the best thing about it."
 - Example: "This hoodie is lightweight but lined for warmth – fans wear it all season."

Coaching Tip:

Celebrate positive language and energy. If tone is flat, ask them to try again with more enthusiasm. If they get pushback ("I don't like it"), coach them to pivot and switch back to Detect: "That's okay, what stands out to you?" and re-engage with a question.

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Recommend Skill 3: Adaptability

Activity: Switch the Guest

- MOD says: "Imagine I'm shopping for someone who loves [said team] and I want a Fan Favorite or most popular item, but for three different situations: a kid who is 7, a college student, and a gift for a fan.
- MOD ask: What would you offer me in each case?"

Coaching Tip:

Call out when they adjusted well (different product focus, tone, or solution). If they stumble, guide them back to Detect: "What are your favorite colors?" or "How would you use it the most?" to spark ideas.

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Recommend Skill 4: Product Range

Activity: Recommend Roulette

- MOD connects with a team member and tells them they will need to recommend based on your action.
- MOD, close your eyes and safely spin & point in any direction/any team. The section/products you are pointing at is where the Team Member will select a fan favorite.
- Team Member picks 3 products from varying departments and shares what they love about the selected product and why.

Coaching Tip:

Did the TM display a range of product knowledge and was able to speak to a variety of product.

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