



PARTY SHOWDOWN MOD LIST

Check it once. Coach it twice to offer joy and Guest Delight!



AT – Average Transaction
Are we completing the gift?

- Coach meaningful add-ons that match the guest's story
- Listen for gifting clues and build the basket



UPT – Units per Transaction

- Encourage bundles that make sense
- Coach "2 or 3 items beats 1" thinking



Endless Aisles
We aim to never say no!

- Offer Endless Aisle when sizes, styles, or teams are missing
- Utilize the Endless Aisle micro-skill Party Deck card



Gift Cards
Did we offer a solution to match the guests story?

- Gift Cards are a gift for everyone!
- Refresh with the updated cashier + sales floor talk track
- Reference the Gift Card micro card



MOD Pro Tip

Pick one metric on the list to spotlight each day. Coach it in the moment, call out wins, and keep the Party energy high.



GIFT CARD TALKING TRACKS

GIFT CARD RECOMMENDATION

Gift cards are a go-to solution for any guest, especially when they're not sure what to get. Try out the recommended talk tracks when offering gift cards on the sales floor or at the register.

- "You know gift cards make a great gift tag option and are a great way to add a special surprise at any amount. How many gift cards would you like to get?"
- "Gift cards are always a winning gift. How much can I put on a gift card for you today?"
- "When in doubt, a gift card let's them pick what they want!"
- "Is there anyone else on the list your still shopping for? Adding a gift card makes it quick and easy."
- "Gift cards are great thank-you gifts or stocking stuffers. How many would you like and for how much on each?"



GET IT BY CHRISTMAS REMINDER

Endless Aisles Standard shipping cut-off = **12/17**



Recommend Skill 5: Gift Card Solution

Activity: Recommend Gift Cards (GC)

- MOD provide a guest gift story (son in college, white elephant, etc.)
- MOD says: "Give me one product recommendation... and one GC follow-up that fits the same story."

Example:

This KU hoodie is a fan favorite... and if you want something small to add, a Rally House gift card lets them pick anything from their favorite team.

Coaching Tip:

Did they tie the gift card back to the guest's story, or did it sound random? Coach them to stay in the same storyline. A GC should add to the moment, not interrupt it. Listen for confidence, clear language, and a natural transition.

Only initial their Party Deck Card if they demonstrate Party Ready



Recommend Skill 6: Gift Card Speed Solution

Activity: Recommend Gift Cards (GC)

- MOD says a phrase about a guests needs
- TM has 5 seconds to remix into a Gift-Card-Ready solution statement

Example prompts of what the guest shared:

- "They're hard to shop for." > [TM GC Statement]
- "I don't know their size." > [TM GC Statement]
- "I still need a couple small gifts." > [TM GC Statement]

Coaching Tip:

Did their remix stay positive and simple? GC language should feel light, fun, and helpful. Coach them to keep it natural, intentional, and connected to the guest's need

Only initial their Party Deck Card if they demonstrate Party Ready



Recommend Skill 7: Problem Solving

Activity: Endless Aisles

- MOD says: "The item they want isn't here. Show me how you keep the Party going and turn it into a win."
- MOD create a scenario for a specific team item.

Scenario prompts discovered with Connect & Detect:

- Wrong size
- Missing color
- Sold out in store
- Needs it by a specific date

Coaching Tip:

- Did they delivery Endless Aisle solution in a compelling way?
- Can they confidently show how to find and place the order? Use refine to help coach their skill.

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