

Store Managers follow this script when presenting to teams during the Holiday meeting. Again, this should be covered on page 19 of the Holiday Meeting.

New Script for page 19 of the Holiday Meeting.

“The Opening Manager on Duty will fill out the Daily Zone Chart and hold a Party Review with each team member at the start of every shift to kick off the day. Team members, after you clock in, check the zone chart and connect with your MOD to get started.

Throughout the day, MODs will be committed to completing Rally Rounds each hour and provide business reads every 2 hours. Our objective is to Rate the Party by frequently circulating the store, leading the team and providing support. Expect a lot of engagement as we manage the environment. This new process will go into effect immediately.

We are going to cover more of what Rate the Party: MOD Rally Rounds consist of. [Presenting Store Manager cover the new process.]



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. **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 **followed by**, "What brings you in?" or "Is this your first time in?"
- Determine if the Party Host has the ability to host, if not rezone or take the Party Host role.

All team members

- Observe Welcome>Connect>Detect using FAN with guests. (Complete Skill Drill as needed.)
- Ask them about the different **Party People** 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 what team members need to **Start>Stop>Continue** 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.