



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!

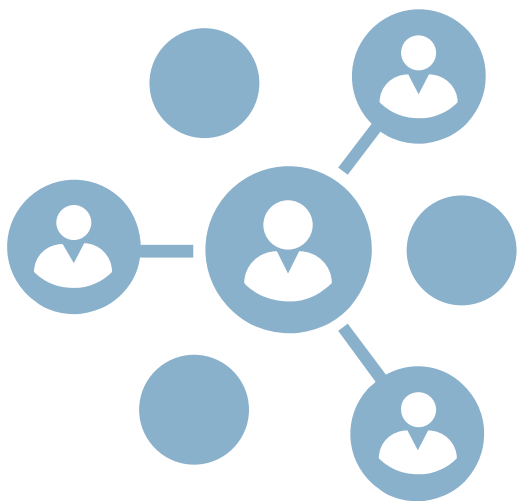
Opportunity: What needs to improve?

Plan: How will each team member uphold the plan?



Discuss what you 😊 See 🎵 Hear ❤️ 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!



Party People

- The right amount of People are working
- Team is friendly and supportive of each other
- Easily identified Rally House Team Members
- Party Environment feels inviting
- Team Members can share a current company Zipline message

Operational Excellence

- Product is accurately received and efficiently getting to the floor
- Pick and Pack is on track
- LP process is being upheld by all team members
- Associates can share how to complete a Gertrude call



RH Product & Productivity

- Store from sales floor to back of house is clean set to company standards
- Team is completing the VMC and identified high priority VMA tasks
- Product is easy to shop and merchandised to company standards
- Team member can speak to their favorite items & popular product (top picks)

Experience & Engagement

- Team is friendly and outgoing, engaging with guests
- Guests are prioritized while tasking
- All steps to the Party can be observed
- Guests needs are supported
- Guests are offered all solutions using FAN

