



Connect: Start the Drill

Roles and Scenario:

1. Trainer is the Guest; Team Member recommends. Switch roles after each round.
2. Using the **"Guest Clue"**, Team Member recommends 2–3 items that fit the need and explains why.
3. Coach highlights strong product matches or creative ideas.
4. Run again with a new Guest Clue to build range.

Guest Clues



You've listened, and now it is time to offer solutions that meet the guests' wants or needs. Share your recommendation with energy, and use positive language to show why you love it for them.

RECOMMENDATION EXAMPLES

1. "Since you said you were looking for [blank], let me show you something I think you will love."
2. "I heard you say [blank], so I wanted to show you some great new options"
3. "Here are some top sellers or Fan Favorites"
4. "Here are some of my favorites [show product]"
5. "My name is [name], happy to help if you need anything, and I'll check with you in a bit."



Recommend: Serve up Solutions Coaching Card



Coaching Objective

Help team members recommend products that directly match the guest's needs, wants, and vibe making it easy for the guest to say "yes."

Coaching Challenge

Observe & Ask:

- Did the recommendations match the guest's needs?
- Did they explain why the item(s) was a good fit?
- Were multiple options offered?
- Was the energy and tone inviting and positive language used?
- Did they make it easy for the guest to make a decision?

Continue: Validate their "Recommend" Ability

The trainer needs to validate the team members ability to Recommend. Continue is about giving feedback, getting commitment to improve, and setting a time to check back in.

- ✓ **Ready: Nailed it.** They did it right and can own it on their own next time.
- ▮ **Refine: Almost there.** Show or give a quick tip to tweak or adjust how they do it.
- ↺ **Retry: Needs a reset.** Model the skill again and have them practice it right away.