



DOOR

Every Guest, Every Time

Be Memorable:

Project your voice, make eye contact, and smile!



SAY "Welcome to Rally House"

SALES FLOOR SERVICE

Full House



Make sure you remain approachable and friendly when supporting multiple guests.



Call for help from an MOD or teammate if a guests is requiring more 1-1 attention and help.

Personalized 1-1 shopping and suggestions may not be possible when you have a Full House.

Be Genuine:

Openly offer service to all the Guests in your space, for example



ASK "Does anyone else need any item down from the wall?"

Help guests navigate to similar items they are already looking at. Here are a few examples



SAY "We have more of that style folded down over here."



SAY "We also have some fun games in the middle of the store if you are looking for more options."

REGISTERS



★5-Star Experience

A 5-Star Experience entails proactively offering our guests everything they need before they even have to ask!



Always apologies for any long lines or wait time.



Don't assume guests

- Won't want emails.
- Doesn't need to add anything else to their purchase.

5-Star Experience:

A smile and friendly hello are a universal way to make somebody's day.

Compliment the guest or their purchase. People love to have their choices validated and compliments help others feel seen.



ASK Every guest Every time. "What's a good email for you today?"

Engage in Friendly conversation. This is a great way to connect with our guests.



ASK "Were you able to find what you were looking for today?"

Suggest Gift Cards and other Add Ons

Gift cards make a great add ons, especially when gift giving.



ASK "Would you like to add a Gift Card for any upcoming gifts or events?"



ASK "Did you need to add a re-usable gift bag to wrap up your purchase?"

Complete the Experience



ASK "Will you be needing any gift receipts today?"



Always thank them for coming into Rally House and encourage them to give us a 5-Star review on Google or any social media platform.