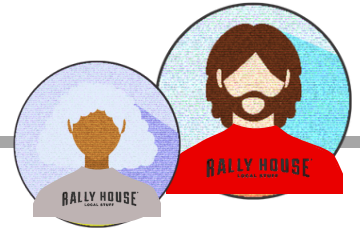




Sitoo Basic Transactions

It is essential to practice applying all the steps to ringing **before** interacting with the Guest and completing transactions.

Trainer needs to verify the New Team Member/ Trainee received their confidential Sitoo PIN via email.



Observe Real Time Transactions

Trainer will ring 2-3 transactions for the trainee to observe.

- Trainer greet the guest and let them know you are training (trainee name) and they will be observing the transaction.
- Share out loud with the trainee Sitoo steps you are completing

Practice Mode

1. In "Practice Mode" trainee will independently practice in the Sitoo System
 - Select a few Practice items to ring
 - Trainee completes a few transactions in Practice Mode
2. Next, complete the following mock transactions MOD/trainer is the guest:
 - a. Trainer is the guest needing a split payment
 - b. Trainer is the guest needing a gift card
 - c. Trainer is the guest with a basic cash transaction and needs a gift receipt
3. Guest (Trainer) needs to rate:
 - Ability to offer Customer Capture
 - Sitoo ability to complete the transaction; 🎯 accurately & ⚡ efficiently
 - All Trainees need to achieve a 3 **before** moving onto "Reverse Observe"

Reverse Observe Trainee Ring

- Trainee completes actual transactions with MOD or trainer observing.
 - Trainer/MOD provides feedback observing 5 transactions
 - New Team Member rings the duration of shift
 - MOD needs to complete all returns



Continue: Sitoo Basic Transaction ability

The trainer needs to assess the team members ability to ring a transaction. Continue is about setting timebound improvements and gaining commitment from the team member.

- ✓ Ready: They can apply the skill correctly and ready to be on their own.
- II Refine: Mostly there, but needs one or two tweaks and additional practice round.
- 🔄 Retry: Missed core behaviors. Repeat the Skill Drill.

