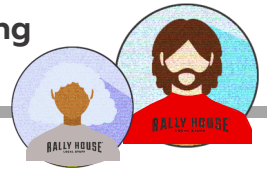




Sitoo Exchange & Return

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



Observe Practice Mode in Sitoo

1. In Practice Mode, the Trainer will ring practice transactions for the trainee to observe.
 - a. an even exchange
 - b. a return with no receipt (exchange)
 - c. a return with a receipt (complete a practice sale to get a receipt)
 - d. an online return or customer order return
2. The Trainer does a mock return with the trainee as the guest so they experience the engagement.

Practice Mode in Sitoo

1. In "Practice Mode" trainee will independently practice in the Sitoo System
 - o an exchange
 - o return
 - o return no receipt (exchange)
2. Next, complete the following mock transactions MOD/trainer is the guest:
 - a. Trainer is the guest needing an exchange
 - b. Trainer is the guest needing a return
 - c. Trainer is the guest with no receipt and initially wants to return only
3. Guest (Trainer) needs to rate:
 - o Delight execution and overall 😊 engagement & ★ solutions offered.
 - o Ability to offer Customer Capture
 - o Sitoo ability to complete the transaction; 🎯 accurately & ⚡ efficiently

Real Time Trainee Rings

- Trainee begins processing returns with an MOD or trainer observing every transaction and providing second PIN.



Continue: Return Validation

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.
- ⏸ Refine: Mostly there, but needs one or two tweaks and additional practice round.
- 🔄 Retry: Missed core behaviors. Repeat the Skill Drill.

