



# THE IN & OUT

# Welcome>Connect>Detect using FAN

Follow the FAN track below.

## Find out why they came in to Rally House



**SAY** "Welcome to Rally House, what brings you in today"

**LISTEN** *I'm just getting what I need.*



## Ask Open ended questions

**ASK** "I hear you, what were you hoping to find so I can assist?"



### Guest provides answer

Walk with the guest & continue to ask FAN questions.

**Guest does not want help**  
**MATCH THEIR ACTION AND GIVE THEM SPACE.**

- "Here is our \_\_\_\_ section. Take a look and I'll be back to check on you. [name of team member] is also nearby to help.



**ASK** "Great, let me take you to the that product."



### OTHER PROBING QUESTIONS TO CONSIDER ASKING

#### Family>Friend>Self

- Who are they shopping for?
- What teams do they love and why?
- What's their favorite color or activity?
- What can I help you find for yourself?

#### Fun> Fan Gear

- What are we celebrating?
- What are some favorite hobbies?
- How will you or they use the product the most?
- When will you or they need the product by?
- What is the range you are looking to spend?

## Now Offer Product you love for them!



**SAY** "I can show you **similar** items that are also **great** quality." If we did not have what they want, offer them the convenience of Ship from Store or Endless Aisles.

**You are the product expert.**

*Sharing why you like something helps others notice details and trending items. Be genuine and show excitement about the products at Rally House.*

## Gifting, Closing Solution



**SAY** "We like to **save time** by offering a range of gift bag options with tissue. Gift cards are also available for any amount."



Party Steps training is applied throughout this talking track. The **POSITIVE** language is in **BOLD**.

# Breakaway Statements Ideas

*Use these when we have a full house with many guests to help at once.*

"I'll give you the opportunity to explore our product, and I can check back in."

"Take a look at our [blank] selection, we have several styles to choose from! I will be back over to check on you"

"Here is our [women's team] section. I am going to check on a few other customers in this area. If you need suggestions or any other help, my name is Ashley."

"Here is our \_\_\_\_ section. Take a look and I'll be back to check on you. Stefanie is also nearby to help."

# Gift Bag Statements

"Let's save you a trip by looking over our gift bag options."

"Let's make giving this gift easier on you, which gift bag would you like to add on? We can add tissue paper to that for you!"

"To complete the gift we have gift bags directly behind you. We can give you tissue as well!"

"Which gift bag can I grab for you today?"

"Which gift bag can I grab for you today?"