



# The Party Crasher



- The MOD should demonstrate how to engage with the two tendencies of the Party Crasher.
- Show a reserved interaction and an overly friendly interaction and demonstrate varying types of red flag behavior.
- Reverse roles, making the MOD the Party Crasher, so the team member practices interaction with the potential Party Crasher's (AKA: Kenny & Gertrude)

## Scenario

- Gertrude entered with a few friends and is extremely friendly and needs a lot of help and has a ton of questions. Gertrude's friends are shopping in a different team section.
- Kenny entered and does not want to interact, but is constantly watching the team and moving behind fixtures. Kenny gets visibly nervous and irritated.

## Ask FAN questions to spark conversation

The team member needs to ask one open-ended question around the specific product being "shopped". The question should be specific to the product or item.

## Next Offer Help

Team member needs offer a way to help Gertrude and/or Kenny with their product selection.  
Team member needs to make a mock Gertrude or Kenny call to the team.



## Rate the Party: Solution Outcome

### Connect & Coach

- **MOD provides feedback on what the team member did great!**
- **Does the team member understand red flags?**
- **Coach on the quality of questions being asked.**
  - **Did they ask questions that focused on the specific product?**
  - **What other questions could they have asked?**
  - **How well did they adjust to the two tendencies of the Party Crasher?**
- **Product Recovery**
  - **Was the team member able to complete a Gertrude or Kenny call?**
  - **Did they offer a way to help with the product?**

### Continue:

- Gain agreement on two areas for improvement and inform them you will follow up to observe a guest interaction.