



Connect: Start the Drill

Ask for key takeaways from the training. See if they have any questions, review the Skill Drill, and begin.

Roles and Scenario:

1. Coach gives a flat, low-energy greeting (no eye contact, dull tone).
 - a. Ask: "How might that make a guest feel?"
2. Team member redoes it with a Whole Body Hello – smile, eye contact, open posture, upbeat tone.
 - a. Ask: "What felt different in the 7-second snapshot?"
3. Optional: Repeat with a rushed or quiet guest to test consistency.

Let's Party

Welcome

The Party **BEGINS** when the guests enters the store with a...

"Welcome to Rally House!"

PARTY HOST

It's our official greeting, every guest should hear it as we **WELCOME** them to **KICK OFF** the **PARTY!**

Second Snapshot

It takes 7 seconds for a guest to form a first impression and you set the tone.

ALL Guests Should

- 😊 See a clean store and friendly team
- 🎵 Hear a fun party and warm greeting
- ❤️ Feel invited and seen

Always use a Whole Body Hello = eye contact, smile, open posture + greeting



Welcome: Whole Body Hello Coaching Card



Coaching Objective

Help the team member feel the difference between a distracted greeting and a "Whole Body Hello." Reinforce how energy, tone, and body language shape the guest's first impression.

Coaching Challenge

Observe & Ask Yourself During the Drill:

- Did their greeting show focus on the guest?
- Was posture open and tone inviting?
- Did the energy feel genuine, not forced?
- Did the greeting match or lift the guest's vibe?

Continue: Rate their Whole Body Hello Ability

Continue is about setting timebound improvements and gaining commitment from the team member. How did the learner do?

- ✓ **Ready: Nailed it.** They did it right and can own it on their own next time.
- || **Refine: Almost there.** Show or give a quick tip to tweak or adjust how they do it.
- 🔄 **Retry: Needs a reset.** Model the skill again and have them practice it right away.

