



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

- Trainer and team member walk into the store together and scan the entrance.
- List what you see, hear, and feel as you enter.
- Decide: Is the experience on point? How can it improve?

What a guest should experience ↓	Write what you experienced from the Guest's lens ↓
See <ul style="list-style-type: none"> • A friendly smile • Easily Identifiable staff • Product that is organized • A clean space 	
Hear <ul style="list-style-type: none"> • "Welcome to Rally House" greeting • Party Music • Engaging conversations • Laughter 	
Feel <ul style="list-style-type: none"> • Excitement • Happiness • Warmth • Positive Energy • Like a priority 	



Welcome: 7) Second Guest Snapshot Coaching Card



Coaching Objective

Guests form an impression in just 7 seconds. This drill builds situational awareness so team members can deliver a strong first impression every time.

Coaching Challenge

Observe & Ask:

- **Observe:** Watch how they scanned and reacted to the environment.
 - What did they notice?
 - What did they miss that you noticed?
- **Align:** Share what they noticed and point out what was missed.
- **Help:** Give one clear adjustment if needed.

Continue: Validate their "Snapshot Awareness" Ability

The trainer needs to validate the team members ability to maintain a Welcoming Guest Snapshot

- ✓ **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.

