RALLY HOUSE®

LOCAL STUFF

2026 HOLIDAY LEADERSHIP MEETING

GAME ON FOR THE HOLIDAYS

LEAD THE TEAM. OWN THE FLOOR. WIN THE HOLIDAY.

02 | COACH'S PREGAME

BEFORE YOU LEAD THE MEETING. KNOW THE GAME PLAN.

LEAD THE TEAM! OWN THE FLOOR! WIN THE HOLIDAY!

WHY WE'RE HERE

Holiday brings more Guests, more transactions, and more moments when our Team Members will look to their leaders for direction.

Our Party Steps don't change when the store gets busy. **How we lead them matters even more.**

This meeting is designed for Team Captains through Head Coaches who already know how to Welcome, Connect, Detect, Recommend and Delight. The focus isn't on relearning the plays—it's on building the leadership habits that keep them happening consistently throughout Holiday.

Our focus is on leading the Party Steps through every Holiday rush. Throughout today's meeting, we will practice recognizing opportunities, directing the team and coaching the behaviors that create a consistent Guest experience.

SAME PLAYS. STRONGER LEADERS.
A BIGGER HOLIDAY

YOUR JOB AS A LEADER

Throughout today's meeting keep coming back to four actions.

SEE IT	Keep your head up. Read the floor, the Guest, and your team.
CALL IT	Recognize what the business needs and get the right people into the right positions.
COACH IT	Reinforce what's working and address missed with quick, actionable coaching.
CELEBRATE IT	Call out great execution and keep the energy going.

HOW TO LEAD THIS MEETING

KEEP IT MOVING

This meeting is designed to be active. Don't let discussion replace practice.

USE YOUR STORE

Move to the areas where the work actually happens whenever possible.

COACH THE LEADERS

Push them to explain what they see, what they would do and how they would coach their Team Members.

MAKE IT REAL

Connect activities to the traffic, opportunities and challenges your store experiences during peak.

WATCH THE CLOCK

You have 90 minutes. The Run of Show on the next page keeps the team on pace.

03 | TODAY'S GAME PLAN

90-MINUTE RUN OF SHOW

GAME CLOCK	THE PLAY	FOCUS
0:00 – 0:15	*PREGAME*	Set the Holiday leadership mindset.
0:15 – 0:35	*RUN THE PARTY OFFENSE*	Coach Welcome, Connect, Detect, Recommend and Delight.
0:35 – 0:50	*SEE THE WHOLE FIELD*	Lead Zone Coverage as business changes.
0:50 – 1:00	*BEAT THE CLOCK*	Lead Cashwrap efficiency through Line Control and Speed Ringing.
1:00 – 1:10	*FINISH STRONG*	Prepare and lead the Holiday gifting experience.
1:10 – 1:30	*POSTGAME*	Commit to how we'll lead and coach throughout the Holiday.

HEAD COACH | Keep the meeting moving and stay on the game clock. Each section of this guide includes the setup, facilitation direction, and coaching points needed to lead the activity.

04 | SET THE FIELD

GET READY BEFORE GAME TIME.

SAME TEAM. HIGHER PLAYS.

A strong meeting starts before the team arrives. Review the full Game Plan and have your space, materials, and activities ready so you can keep the meeting moving for the full 90 minutes.

BEFORE MEETING DAY

REVIEW THE GAME PLAN

- ❑ Read the full facilitator guide before your scheduled meeting.
- ❑ Review each activity and know where it will take place in your store.
- ❑ Be familiar with the coaching points and discussion questions.
- ❑ Identify how you will transition the group between activities.

SET YOUR STORE

- ❑ Choose a starting location where your leadership team can gather comfortably.
- ❑ Identify the salesfloor areas you will use for Zone Coverage and Party activities.
- ❑ Prepare the Cashwrap for the Beat the Clock activity.
- ❑ Identify and prepare the area you will use for the gift bag activity.

PRINT + PREP

Print the following materials so they are ready for your meeting.

- ❑ Holiday Guest Scenario Cards
  1 set per group of 2-3 leaders
- ❑ Game Changer Cards
  1 set
- ❑ Holiday Game Plan Cards
  1 per Leader
- ❑ Participant Game Plan
  1 per Leader

PRINT IT!
PREP IT!
LEAD IT!

GATHER FROM YOUR STORE

Collect the following items from your store and have them ready.

- ❑ Store Zone Chart
- ❑ Timer or phone timer
- ❑ Cashwrap/POS area and supplies
- ❑ Standard merchandise item
- ❑ Rally House gift bags + tissue paper
- ❑ Pens or markers

SAME TEAM.
BIGGER PLAYS

COACH'S CHECK

Could you run the entire 90-minute meeting right now without stopping to find a resource, print a page, or gather supplies?

IF YES, YOU'RE GAME READY!

05 | PREGAME

SET THE TONE. GET LEADERS THINKING LIKE LEADERS.

15 MINUTES

0:00 – 0:15

THE PLAY

Open the meeting with energy and establish the expectation for the next 90 minutes. Holiday does not change how we take care of Guests. It increases the pace, traffic, and pressure around us. Our leadership teams sets the tone for how well the entire store responds.

SET THE STAGE

Use the talking points below to kick off the meeting. Feel free to make it your own.

> **"Holiday is game time at Rally House."**
> The stores get busier. The lines get longer. Guests need more help. Team Members need more direction.
>
> But the plays don't change.
> We still **Welcome, Connect, Detect, Recommend and Delight.**
>
> Today is not about relearning those steps. It's about how we lead them when the pressure is on.
>
> During our meeting today, we're going to put ourselves into real Holiday situations, share what we're seeing in our stores and practice how we lead the floor, coach our Team Members and keep the Party going.

GET THEM TALKING!

WHEN HOLIDAY GETS BUSY, WHAT DOES YOUR TEAM NEED MOST FROM YOU AS A LEADER?

Give everyone a chance to answer. We aren't looking for one correct response. Listen for things like:

Direction • Communication • Energy
Awareness • Support • Coaching • Recognition
Urgency • Calm • Under Pressure

BRING IT TOGETHER

Everything you just described fits into how we're going to lead today. We have to see what's happening, call what the team needs, coach the execution and celebrate when we get it right.

SEE IT! CALL IT! CELEBRATE IT!

WIN THE DRIVE

**THE PLAY'S DON'T CHANGE.
OUR LEADERSHIP HAS TO RISE TO THE MOMENT.**

GAME CLOCK: 0:15

NEXT PLAY: RUN THE PARTY OFENSE

06 | RUN THE PARTY OFFENSE

10 MINUTES

0:15 – 0:25

KNOW THE PLAY. SEE THE EXECUTION. COACH THE MOMENT.

THE PLAY

Our leaders already know the Party Steps:

WELCOME • CONNECT • DETECT • RECOMMEND • DELIGHT

During Holiday, the challenge is making sure those behaviors stay strong when traffic increases and Team Members are balancing multiple Guests.

For this activity, leaders will work through realistic Holiday Guest situations and practice something different.

DON'T JUST RUN THE PLAY. COACH THE PLAY.

SET THE FIELD

1. Divide leaders into groups of 2-3.
2. Give each group a Holiday Guest Scenario Card.
3. Assign roles:

TEAM MEMBER
Work through the Guest interaction naturally.

GUEST
Use the information provided on the Scenario Card.

COACH
Watch the interaction through the lens of the Party Steps.

HEAD COACH NOTE

Don't coach for them.

If a leader says, "They should have done better at Detect." dig deeper.

What specifically did you see? What would you say to that Team Member?

BETTER LEADERS BUILD BETTER TEAMS

RUN THE PLAY

1. **PLAY**
   Team Member and Guest work through the scenario.
2. **FREEZE**
   Coach pauses the interaction.
3. **COACH**
   Coach provides quick, actionable feedback.
4. **CONTINUE**
   Resume until the scenario is complete.

WIN THE DRIVE

GREAT LEADERS DON'T JUST KNOW THE PARTY. THE CAN SEE IT, COACH IT AND KEEP MOVING.

GAME CLOCK: 0:25

NEXT PLAY: CHANGE THE SCENARIO

07 | CHANGE THE SCENARIO

SAME PARTY STEPS. DIFFERENT GUEST. DIFFERENT COACHING OPPORTUNITY

10 MINUTES REMAINING

0:25 – 0:35

CHANGE IT UP

Once the first scenario is complete:

1. **ROTATE ROLES**
   Everyone should have an opportunity to be the Coach.
2. **GRAB A NEW SCENARIO CARD**
   Each scenario creates a different Holiday Guest challenge
3. **RUN IT AGAIN**
   Continue using: PLAY › FREEZE › COACH › CONTINUE

Each scenario is designed to put your leadership skill to work. Review the focus areas below before getting started.

THE HARD-TO-BUY FAN

THE GUEST KNOWS
Their recipient's favorite team and approximate budget.

THE CHALLENGE
They don't know the size, favorite player or what the recipient already owns.

WATCH FOR
Connect → Detect → Recommend

COACHING OPPORTUNITY
Are Team Members asking enough questions before recommending products?

THE LAST-MINUTE GIFT

THE GUEST KNOWS
They need a gift today and have a specific budget.

THE CHALLENGE
They aren't familiar with the team or what merchandise would make a good gift.

WATCH FOR
Detect → Recommend → Delight

COACHING OPPORTUNITY
Does the Team Member make the decision easier instead of simply pointing the Guest toward merchandise.

THE "WE DON'T HAVE IT" MOMENT

THE GUEST KNOWS
Exactly what they want.

THE CHALLENGE
The size or style isn't available in the store.

WATCH FOR
Recommend → Delight

COACHING OPPORTUNITY
Does the conversation stop at "we don't have it," or does the Team Member keep working toward a solution?
This is also a great opportunity to reinforce Endless Aisle and other solutions when the requested item is unavailable.

FILM REVIEW

Once all rounds are complete, bring everyone back together. Use these questions to guide the discussion.

1. What was easiest to spot when you were the coach?
2. What was harder to catch while the interaction was happening?
3. What made a 10-second coach message effective?
4. When should you reinforce a win instead of looking for something to correct?
5. How do we coach the Party without taking over the Party?

WIN THE DRIVE

**DON'T WAIT FOR THE PERFECT COACH MOMENT.
USE THE MOMENTS HAPPENING RIGHT IN FRONT OF YOU**

GAME CLOCK: 0:35

NEXT PLAY: SEE THE WHOLE FIELD

08 | SEE THE WHOLE FIELD

READ THE FLOOR. POSITION THE TEAM. ADJUST BEFORE THE PLAY CHANGES.

15 MINUTES

0:35 – 0:50

THE PLAY

During Holiday, Zone Coverage cannot be set once and forgotten. Traffic shifts. Lines build. Guests need help. Breaks happen. Priorities change.

The leader's job is to maintain the mile-high view, recognize what is changing and reposition the team before Guest service is impacted.

YOUR STORE IS THE FIELD.
KEEP YOUR HEAD UP AND SEE ALL OF IT.

SET THE FIELD

1. Gather around your store's Zone Chart.
2. Choose one leader to be the LOD.
3. Start with a typical busy Holiday staffing setup.

The LOD assigns the team across the store and explains:

- Where is everyone positioned?
- Where is the LOD positioned?
- Who can flex if business changes?
- How will the LOD maintain visibility and lead instead of taking on a task?

FILM REVIEW

Every 45-60 seconds, reveal a new Game Changer Card. The LOD has 15 seconds to adjust the coverage.

+6 GUESTS ENTER	THE LINE HITS 6	BREAK TIME
Two head toward apparel. Four begin browsing Pro.	Cashwrap traffic is building	One Team Member needs to leave the floor for their scheduled break.
ISPU ARRIVES	**GUEST NEEDS A SIZE**	**THE LINE HITS 8**
A Guest arrives and needs assistance.	Guest needs help but the Team Member covering zone is busy.	Now what?

CALL THE PLAY

Every time the LOD moves someone ask:

WHY?

- What did you see?
- What changes?
- What are you protecting?
- Who did you move and why?

We aren't looking for one perfect staffing answer. We want leaders to demonstrate that they're reading the business and making intentional decisions.

COACH'S WATCH

Watch for leaders who:

- Take on a task themselves before directing Team Members.
- Wait until there is already a problem before adjusting.
- Move Team Members without communicating why.
- Pull too many people toward one need and leave another area uncovered.
- Jump in to complete every task instead of directing them.
- Anticipate what's coming before it become a problem.

WIN THE DRIVE

LEAD THE FLOOR. DON'T GET STUCK IN THE PLAY.
BE THE LAST TO TAKE ON A TASK.

GAME CLOCK: 0:50

NEXT PLAY: BEAT THE CLOCK

09 | BEAT THE CLOCK

EVERY SECOND MATTERS WHEN THE LINE IS BUILDING.

10 MINUTES

0:50 – 1:00

THE PLAY

Line Management gets Guests to the register efficiently. Speed Ringing keeps them moving once they get there.

During peak Holiday traffic, small delays repeated across every transaction add up quickly.

THE GOAL ISN'T TO RUSH THE GUEST IT'S TO REMOVE THE WASTED TIME.

We still want to Welcome and Delight at the Cashwrap. We're looking for efficiency, not making Guests feel hurried.

RUN THE DRILL

1. **ROUND 1 RUN IT**
   Our leader acts as the Cashier and completes a mock transaction as they normally would.

   The other leaders watch for:
   - Where did the transaction stall?
   - What could have been ready sooner?
   - What could a Cashier Assistant have handled?
   - Was the Next Guest ready to move forward?

2. **ROUND 2 CLEAN IT UP**
   Run the same transaction again, this time using everything the group identified.

   The goal is to **eliminate unnecessary pauses** while maintaining the Guest experience.

ACROSS

100-125

PEAK TRANSACTIONS

THAT TIME CREATES CAPACITY FOR

15-20

MORE TRANSACTIONS

UP TO $1,400

POTENTIAL ADDITIONAL SALES

SAVE 10 SECONDS PER TRANSACTION

COACH THE DETAILS

WHERE CAN WE FIND 10 SECONDS?

- Cashier Assistant support
- Guest ready at the register
- Bags and supplies ready
- Hangers handled efficiently
- Clear communication
- Knowing the POS process
- Next Guest moving forward

Speed Ringing isn't just a Cashier expectation. Leaders create the environment that allows Cashier to move quickly.

WIN THE DRIVE

10 SECONDS DOESN'T FEEL BIG UNTIL YOU MULTIPLY IT BY A HOLIDAY RUSH!

WIN THE DRIVE | **DON'T REACT TO THE LINE. LEAD IT!**

GAME CLOCK: 1:00 | **NEXT PLAY: FINISH STRONG**

10 | FINISH STRONG

10 MINUTES

1:00 – 1:10

FAST. CLEAN. READY TO GIFT.

THE PLAY

A great gifting presentation is part of the Holiday Guest experience. When the store gets busy, leaders need to make sure we stay Holiday Gift ready!

CAN YOU SET YOUR TEAM UP TO DELIVER GREAT GIFT BAGS WHEN THE STORE IS BUSY?

The goal today is not simply to build a bag. It's about making sure your team has what they need to be successful during peak traffic.



RUN THE DRILL

1 SET THE STATION

Take the group to the gifting section and tissue paper.
Give them 60 seconds to look at the setup and answer:

- Is everything where it needs to be?
- What could slow a Team Member down?
- What will run out first during a rush?

Have the leader make any adjustments they identify.

2 BUILD THE BAG

Choose a standard item from the store.
One leader prepare a gift bag while the other watches for:

- Unnecessary movement
- Searching for supplies
- Extra steps

Then switch

COACH THE PLAY

MAKE SURE YOUR TEAM IS SET UP FOR SUCCESS.
Talk through these key areas with your group:

SEE IT
What is working well?
What could slow the team down?

CALL IT
Give clear, immediate direction if something needs to change.

COACH IT
Show the best way or remove the obstacle.

CELEBRATE IT
Recognize improvement and get them ready for the next Guest.

HOLIDAY READY

Before leaving the area, have the group answer one final question:

IF 10 GUESTS NEEDED GIFT BAGS RIGHT NOW, IS YOUR TEAM READY?

If the answer is no:

- What needs to change before Holiday traffic hit?

KEYS TO A SUCCESSFUL BAG STATION

- All bag sizes readily available
- Tissue paper stocked and organized
- Supplies (bags, tissue, etc.) within reach
- Team Members know the presentation standard
- Area is clean and clutter free

WIN THE DRIVE | **DON'T REACT TO THE LINE. LEAD IT!**

GAME CLOCK: 1:10 | **NEXT PLAY: POSTGAME**

11 | POST GAME

MAKE THE COMMITMENT. LEAD THE SEASON

20 MINUTES

1:10 – 1:30

BRING IT HOME

Holiday will move fast. Traffic will change. Priorities will shift. Your Team Members will look to you to **see what is happening, make the call and lead the next play.**

THE PLAYS WILL CHANGE.
OUR LEADERSHIP DOESN'T!

MAKE THE COMMITMENT

Take a few minutes to complete your Holiday Game Plan Card. Be ready to share one commitment with the group.



THE STANDARD

SEE IT	CALL IT	COACH IT	CELEBRATE IT
Recognize what is happening.	Give the team direction.	Make the next play better.	Recognize the win and keep moving.

GAME ON

The team will take its cue from us. Bring the energy. Stay connected to the floor. Coach the moments in front of you.

CELEBRATE THE WINS!

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GAME ON FOR THE HOLIDAYS

PLAY HARD. QUESTION EVERYTHING. FAIL FORWARD.

FINAL SCORE: 1:30

12 | COACH'S LOCKER

EVERYTHING YOU NEED TO RUN THE PLAYS.

PRINT BEFORE GAME DAY

Print the following resources so you're ready to lead a successful meeting.

01 HOLIDAY GUEST SCENARIO CARDS

Used With: Run the Party Offense

Includes 3 scenarios:

- The Hard-to-Buy-For Fan
- The last-Minute Gift
- The "We Don't Have It" Moment



PRINT:

1 set per group of 2-3 leaders

02 GAME CHANGER CARDS

Used With: See the Whole Field

Includes 6 cards:

- +6 Guest Enter
- The Line Hits 6
- Break Time
- In-Store Pick Up Arrives
- Guest Needs a Size
- The Line Hits 8



PRINT:

1 set per group of 2-3 leaders

03 HOLIDAY GAME PLAN CARDS

Used With: Postgame

Each card includes:

- The Hard-to-Buy-For Fan
- The last-Minute Gift
- The "We Don't Have It" Moment



PRINT:

1 per leader

BRING FROM YOUR STORE



YOUR STORE ZONE CHART
Used during
See the Whole Field



STANDARD ITEM + GIFT BAG SUPPLIES
Used during
Finish Strong



CASHWRAP / POS AREA
Used during
Beat the Clock



TIMER
Used throughout
the activities

PRINT IT. PREP IT. KNOW THE PLAY

13 | HOLIDAY GUEST SCENARIO CARDS

PRINT. CUT. RUN THE PLAY.

THE HARD-TO-BUY FAN

YOUR MISSION

You're shopping for someone who is difficult to buy for:

WHAT YOU KNOW

- Your favorite team
- You want to spend around $50
- You want something they'll actually be excited to open

PLAY THE GUEST

Don't volunteer everything at once. Let the Team Member Connect and Detect to learn what they need.

COACH : WATCH FOR

CONNECT | DETECT | RECOMMEND

Did the Team Member learn enough about the Guest's needs before jumping to a recommendation?

THE LAST-MINUTE GIFT

YOUR MISSION

You need a gift today and you're in a hurry.

WHAT YOU KNOW

- Your budget is $40
- You know which turn the recipient likes
- You need to leave with something today

THE CHALLENGE

You don't follow the team yourself and have no idea what makes a good gift.

"OKAY.... But what would you get?"

COACH : WATCH FOR

DETECT | RECOMMEND | DELIGHT

Did the Team Member make shopping easier, or did they leave the Guest to figure it out?

THE "WE DON'T HAVE IT" MOMENT

YOUR MISSION

You come in looking for a specific item.

WHAT YOU KNOW

- The team
- The item/style
- The size you need
- You really want this item as a Holiday Gift

THE CHALLENGE

The store does not have the size/style you need.

PLAY THE GUEST

Once you learn it isn't available, ask:

"So..... now what?"

COACH : WATCH FOR

RECOMMEND | DELIGHT

Does the interaction end at "We don't have it" or does the Team Member continue looking for a solution?

COACH THE PLAY

The Coach can call **FREEZE** at any point.

WHAT DID YOU SEE?
What happened in the interaction?

WHERE ARE WE?
Where are we in the Party?

WHAT WOULD YOU COACH?
What is the one message you would give?

CONTINUE THE PLAY

Then deliver the coaching message in 10 seconds or less and:

14 | GAME CHANGER CARDS

PRINT. CUT. CHANGE THE GAME.

+ 6 GUEST ENTER

THE SITUATION

Six Guest enter the store at once.

- 2 Head toward the Women's Section.
- 4 begin browsing the Pro shop.

LOD: YOU HAVE 15 SECONDS

Adjust your coverage and explain your call.

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

THE LINE HITS 6

THE SITUATION

Six Guest are now waiting to check out at and Cashwrap traffic continues to build.

LOD: YOU HAVE 15 SECONDS

What changes?

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

BREAK TIME

THE SITUATION

One Team Member needs to leave the salesfloor for their scheduled break. Guet traffic remains steady.

LOD: YOU HAVE 15 SECONDS

Adjust the floor without leaving a gap.

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

IN-STORE PICK UP ARRIVES

THE SITUATION

A Guest arrives for an In-Store Pick Up while your Team Members are actively assisting other Guests.

LOD: YOU HAVE 15 SECONDS

Who owns it and what changes?

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

GUEST NEEDS A SIZE

THE SITUATION

A Guest needs help finding another size. The Team Member covering that area is already assisting another Guest.

LOD: YOU HAVE 15 SECONDS

Who responds?

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

THE LINE HITS 8

THE SITUATION

The checkout line has grown to 8 Guests. The rest of the store is still busy.

LOD: YOU HAVE 15 SECONDS

What do you change without losing coverage elsewhere?

15 SECONDS

GAME ON FOR THE HOLIDAYS | SEE THE WHOLE FIELD

AFTER EVERY CARD: WHY?

WHAT DID YOU SEE? | WHAT CHANGED? | WHAT ARE YOU PROTECTIONG? | WHO DO YOU MOVE AND WHY? | WHAT ARE YOU WATCHING NEXT?

15 | HOLIDAY GAME PLAN CARDS

MAKE THE COMMITMENT. LEAD THE SEASON.

SAME TEAM. BIGGER PLAYS.

MY HOLIDAY GAME PLAN

NAME: _____

THIS HOLIDAY, MY TEAM CAN COUNT ON ME TO...

_____

_____

ONE WAY I WILL HELP MY TEAM SUCCEED THIS SEASON...

_____

_____

SEE IT | CALL IT | COACH IT | CELEBRATE IT

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MY HOLIDAY GAME PLAN

NAME: _____

THIS HOLIDAY, MY TEAM CAN COUNT ON ME TO...

_____

_____

ONE WAY I WILL HELP MY TEAM SUCCEED THIS SEASON...

_____

_____

SEE IT | CALL IT | COACH IT | CELEBRATE IT

RALLY HOUSE LOCAL STUFF

MY HOLIDAY GAME PLAN

NAME: _____

THIS HOLIDAY, MY TEAM CAN COUNT ON ME TO...

_____

_____

ONE WAY I WILL HELP MY TEAM SUCCEED THIS SEASON...

_____

_____

SEE IT | CALL IT | COACH IT | CELEBRATE IT

RALLY HOUSE LOCAL STUFF

MY HOLIDAY GAME PLAN

NAME: _____

THIS HOLIDAY, MY TEAM CAN COUNT ON ME TO...

_____

_____

ONE WAY I WILL HELP MY TEAM SUCCEED THIS SEASON...

_____

_____

SEE IT | CALL IT | COACH IT | CELEBRATE IT

RALLY HOUSE LOCAL STUFF

RALLY HOUSE
LOCAL STUFF.

PARTICIPANT GAME PLAN

FOLLOW THE PLAYS. CAPTURE YOUR TAKEAWAYS. LEAD THE SEASON.

SAME TEAM. BIGGER PLAYS.

YOUR ROLE IN THE GAME

Participate in each activity, share your perspective, and capture the ideas you want to bring back to your store. Use this guide to follow along and take notes throughout the meeting.

01 RUN THE PARTY OFFENSE

Work through realistic Holiday Guest scenarios using our five Party Steps: Welcome, Connect, Detect, Recommend, and Delight. Take turns playing the Guest, Team Member, and Coach while practicing real-time observations and coaching conversations.



02 SEE THE WHOLE FIELD

Use your store's Zone Chart to work through a busy Holiday staffing setup. As new situations arise, you'll make decisions about Team Member positioning, Zone Coverage, and how to respond to changing Guest needs.



03 BEAT THE CLOCK

Step into the Cashier role and complete a mock transaction while others observe the process. Then run it again to explore how preparation, teamwork, and small adjustments can impact checkout speed and the Guest experience.



04 FINISH STRONG

Evaluate your store's gift bag supplies and setup before putting your gifting process into action. Work with another leader to prepare a gift bag and explore how the setup supports Team Members during busy Holiday traffic.



MY GAME NOTES

SEE IT. | CALL IT. | COACH IT. | CELEBRATE IT.

USE YOUR NOTES TO HELP COMPLETE YOUR HOLIDAY GAME PLAN CARD DURING POSTGAME.

