What follows is a sample Check Out with fictional content. Replace that content with your own.

Check Out for location: _____

Trainee: _____   Trainer: _____

Manager: _____   Date: _____

Written Check Out

Behavioral Expectations

1. Compete the following Purpose Statement.

   We create   _____.

2. List three different actions you can take to deliver that purpose:

   i. _____

   ii. _____

   iii. _____

3. Circle the four Priorities and rank them in the correct priority order:

   1st Priority _____   Efficiency

   2nd Priority _____   Courtesy

   3rd Priority _____   Friendliness

   4th Priority _____   Safety

                                                   Show

4. List three different themed phrases you can use to greet a guest.

    i. _____

    ii. _____

    iii. _____

5. List three different themed phrases you can use to thank a guest.

    i. _____

    ii. _____

    iii. _____

6. Circle the correct seven Service Standards:

    Deliver respectful service.

    Display appropriate body language.

    Greet and thank each guest.

    Have and share knowledge.

    Laugh and have fun.

    Maintain a professional appearance.

    Meet each guest enthusiastically.

    Play your role in the show.

    Respect all guests, especially children.

    Solve problems immediately.

7. Number the following Conversation Process steps in the correct order. Then draw a line from each step to its definition:

ORDER	STEP	DEFINITION
_____	CLOSE	Greet and relate
_____	COMPREHEND	Ask questions
_____	CROSS SELL	State solutions
_____	RECOMMEND	Tell stories & provide info
_____	SHARE	Suggest add-on items
_____	WELCOME	Salute and thank the guest

8. In your own words, explain what you should do during each Customerization in 3D step.

Demand – _____

Drama – _____

Desire – _____

9. Write the appropriate service recovery word in each of the four spaces below.

A problem is not our fault and not fixable.   S _____

A problem is our fault and not readily fixable.   S _____

A problem is our fault and can be fixed.   S _____

A problem is not our fault and is fixable.   S _____

Task Performance

Task Specific Add role specific task knowledge information here. Examples might include…

Please score the following on a scale of 7-1 with 7 being the best possible performance and 1 being the worst.

Running the cash register
    Suggests an upsell possibilities.   1   2   3   4   5   6   7

    Rings in order correctly.   1   2   3   4   5   6   7

    Follows the conversation process.   1   2   3   4   5   6   7

    Makes change correctly.   1   2   3   4   5   6   7

Working the floor
    Preps materials.   1   2   3   4   5   6   7

    Locates requested items.   1   2   3   4   5   6   7

    Approaches and helps customers.   1   2   3   4   5   6   7

    Tidies up the area during free time.   1   2   3   4   5   6   7

Interacting with customers.
    Uses key phrases.   1   2   3   4   5   6   7

    Relates to children.   1   2   3   4   5   6   7

    Shares product knowledge.   1   2   3   4   5   6   7

    Offers samples.   1   2   3   4   5   6   7

Making candy.
    Follows the recipes.   1   2   3   4   5   6   7

    Explains the process to customers.   1   2   3   4   5   6   7

    Runs the machinery.   1   2   3   4   5   6   7

    Keeps the area clean.   1   2   3   4   5   6   7

Performance Check Out

Please score the following on a scale of 7-1 with 7 being the best possible performance and 1 being the worst.

Does the trainee respond to direction and correct directed behaviors?

1   2   3   4   5   6   7

Does the trainee listen well?

1   2   3   4   5   6   7

Does the trainee demonstrate proper application of the Priorities?

1   2   3   4   5   6   7

Does the trainee demonstrate a positive energy and presence?

1   2   3   4   5   6   7

Does the trainee partner with, and work well, with others?

1   2   3   4   5   6   7

Does the trainee demonstrate the Service Guidelines?

1   2   3   4   5   6   7

Does the trainee spot problems that need solving and then correct them?

1   2   3   4   5   6   7

Will the trainee be a welcome addition to the team (IE-Is this a person you would want to work with)?

1   2   3   4   5   6   7