

## Associate Daily Journal

Associate

Date

**What Topics from the Training Checklist did you specifically review today?**

Good Customer Service, Phone Technique, Register Training, Customer Service Book, VIP Program, Participative Selling

**Mgr:** Keep asking questions - We love to see that you want to know everything right away.

**What sales observations did you make today and what did you learn from them?**

WHO	WHAT
Tim	Bend over backwards for the customer. Give the them ALL the service they deserve.
D	Maintain kindness & efficiency. This is the way to sell more and guarantee return customers
Tim	Tis greater to ask than to tell!
<b>Mgr:</b> "All the service they deserve" and more. Building that relationship while being kind and efficient will always keep them coming back to you.	

**List areas where more training would improve your confidence & success.**

Once I get the Seven Steps down, soft skills will help immeasurably.

**Mgr:** Absolutely - Its the little things that make a difference sometimes - Like which words you use to ask a question.

**What Ideas do you have for improving the way we do things?**

Display a chart in the acoustic room w/ pictures of different tone woods and a brief description of each.

**Mgr:** Nice idea - Have you seen one? I thought of doing a workshop on just that - Teaching people about tone woods.

**Rate the following**

<b>Today's Progress</b>	8	<b>Explain</b>	Learned a lot about following up with customers.
<b>Mgr:</b> Good job - A big seller for us			
<b>Confidence Level</b>	8	<b>Explain</b>	I'm learning more quickly than I thought
<b>Mgr:</b> Your confidence shows and the customers feel it as well.			
<b>Support You Are Receiving</b>	9	<b>Explain</b>	The managers have made it easy to learn the tough skills I need.
<b>Mgr:</b> You're doing great - Keep it up.			
<b>TOTAL</b>	25		

### MANAGEMENT

**Please comment on this associate's progress.**

Andrew is getting better. He is having great interactions with customers.

**What coaching occurred today?**

Customer Service, Customer Follow Up

**What areas of improvement would you recommend of this associate?**

Product knowledge and moving a little faster.

This journal was reviewed between

6:48 to 7:00

Manager