

STAFF TRAINING SCHEDULE

NAME _____

"IT'S ALL ABOUT THE CUSTOMER EXPERIENCE"

TOPIC	SEGMENT	DATE	TRAINER
STANDARDS	Customer Service		
	Opening/Closing Store		
	Cleaning & Maintenance		
	Telephone Handling		
	Dealing with irate customers		
	Dress Code		
ACCOUNT CUSTOMERS (List all account customers)			
POS SYSTEM	Customer Lookup/Creation		
	Shipment Pricing		
	Merchandise Sales		
	Box/Crate Pricing		
	POS Returns		
	Merchant Visa/Debit		
	Printer/Copier/Fax		
	Courier Printers & Supplies		
	Phone Messaging/Holiday Hrs		
SHIPPING	Actual vs. Dimensional Weight		
FedEx Express	When to recommend		
FedEx Ground	When to recommend		
	Commercial Invoices		
	Customs for Everything		
	Extra Forms		
	F8/Drop-Offs		
Canpar	When to recommend		
	Labels		
	Multi-Shipment		
	Manifest		
UPS Ground	When to recommend		
	Radio Frequency		

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	Unaccompanied Goods 3299		
	Watch Form		
	Jewellery Specs		
TNT	When to recommend		
	Non-personal Goods		
	HS Tariff Code		
DHL	When to recommend		
PDQ	Same Day Service		
	Prohibited Goods to Int'l Destinations		
	Driver Pick-up Times		
	Customers' Tracking Numbers		
	Credit Card Authorization Form		
	Declared Value Coverage		
Cargo Cover	Insurance Coverage		
LTL FREIGHT	Less Than Truckload		
YRC			
Western Canada Express			
Apex			
Air Freight			
Omega			
Sea Cargo			
Gillship/Odyssey			
CUSTOM PACKAGING	Packaging & Box Building Techniques		
	Score/Score/Score		
	Tunneling		
	Prices to Quote (See POS above)		
MAIL BOX RENTALS	Security Gate & Access		
	Renewals		
	Large Packages		
	301 Key		
	Rules & Regulations ID Theft		
	Contact		
	Reminder		
SUGGESTIVE SELLING	Photo Album		
	Advertising		
	Email Blasts		

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COMPUTER USAGE	Email		
	Documents		
	Quote Samples		
REPORTS	Z-Report		
	Royalty Report		
	Category Summary Report		
	Bills Received		
	Ordering Supplies		
	Invoices/Payables		
	Cash-Out		
FRANCHISE INQUIRIES	Our Core Business		
	In-store Inquiries		
	Store Visits vs. Walk-ins		
	Franchise Inquiry Brochures		
	Bonus		
HAL-FedEx	Package Drop-offs		
	Customer Pick-ups		
RETAIL	Packaging Supplies		
	Printing		
	Photocopies		
	Faxes		
	Stamps		
	Other		
OTHER	Emergency Contact(s)		
	Keys (Description & numbers)		
	Company Apparel		
	Passwords		
	Performance Review Dates		