

Manager: New Hire Training Schedule

*Italics indicate Manager action. Even if an item is **NOT** in italics you may wish to expand on it.*

Prior to Day 1

Based on store volume and current staffing, if there is any possibility that you will not be able to supervise the new hire **and** actively engage with them for the entirety of their first week, a secondary employee should be designated to assist with training. Whether they are there to assist in answering questions or be the primary person to shadow, please discuss this beforehand with that individual. Make sure they are introduced to the new hire in a way that they know they *can* and *should* direct questions to them, and they know that they should be following all processes and procedures. Primary candidate for this would be the Asst. Manager.

- *Print the new hire form packet from Manager's Website. Note, W4 should be completed directly from laptop.*
- *There should be a desk with a laptop specifically for them to use during training. The desk should be one of the more "front and center" spots, **NOT** in the back corner.*

Day 1: Orientation

Start Time: 9:00 AM. Goal is to get them to training modules by 9:45 AM.

The goal is to **BOTH** complete the tasks below while **ALSO** trying to ensure the new hire is kept active during periods where you are occupied. Example: You don't need to watch them complete new hire forms, you can ask them to complete those while you assist a customer.

- Introduction and Store Tour
 - *Introduce yourself and give a brief tour, explain which parts are stocked and aren't, where the store keeps food, ect. This is a good time to exchange contact information.*
- *Assist the new hire in the initial setup of the laptop they'll use for training*
 - Have them sign into Chrome
 - Google Sheets, Drive, bookmarks, ect. are all welcome and encouraged.
 - New Hire signs into Portal Account
 - *Do **NOT** forget about the two-factor authentication requirement*
 - Bookmark or set Portal as homepage
 - Bookmark the Price Website
 - Bookmark Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training
 - <https://portal.ubif.net/kbase/section/2655>
- *Brief Portal Overview*
 - *You are most concerned with showing them where to access the training modules than anything else. There is time set aside for a more in-depth overview later. This is just so they have something to actively work on in case of emergency.*
- New Hire Forms
 - *Send scanned / photos to JB3 via Slack or email*

- Timeclock
 - *Show the new hire how to clock in*
 - New hire **MUST** clock in while under their store location. It **CANNOT** be under New Hire Training.
 - Timeclock rounds down to nearest 15m interval. New hire should be aware that if they consistently clock out at 7:12 (ex.) that time will add up.
 - If new hire works more than six (6) hours, they are entitled to a lunch. It is deducted from their timecard, so they should take one. New hire does **NOT** need to clock out for this.
 - *Show the new hire how to view their timeclock history*
 - Ensure new hire is aware that they are solely responsible for ensuring their timeclock is accurate on a **WEEKLY** basis.
 - *Show the new hire where the Timeclock Adjustment Form is located.*
- ADP (Paystubs)
 - Install the app
 - Access will not be given until 48-72 hours prior to first payroll deposit.
 - Email will be sent to their @uBreak email. Check spam folder.
 - Manual signup can be done via myAccess.adp.com
- Schedule
 - *Discuss availability and days to work for the following two (2) weeks.*
 - *Show the new hire how to view the schedule within Portal*
 - *Show the new hire where Timeoff Requests are located. Ask them if they know of any upcoming dates they'll need off, and if so, submit one.*
 - These should **NEVER** be only verbal.
 - **Expectation:** You should be physically in-store **and** ready to begin your shift **by** the time you are scheduled.
- Training Overview
 - The training modules are required but should not supersede firsthand experience. The first week of training is customer interaction, so you should shadow whoever is assisting customers up front, as well as listening to phone calls, and appointment / lead follow-up.
 - During slower periods of the day, you should work on the training modules. Please stop working on a module to shadow whenever possible / appropriate.
 - We encourage questions throughout the training process!
 - *Make sure the new hire knows what to work on if you are pulled away.*
- After Store Open
 - Shadow phone calls and check-ins.
 - *Try to avoid showing them anything repair focused on day one. We want them engaged in the customer facing aspect of the position.*
 - *Walkthrough of key areas of Portal and Price Website*
 - Throughout training you should explore the content of these sites. There is a lot of information here, and finding resources is key! In most cases, you may not need to memorize a particular process, but you should know where to find the steps.
 - *Generate Portal PIN*

- *You are STILL not concerned with creating a work order. You are primarily concerned with just explaining the basic overview of each item on the left (Dashboard, Lead Management, Store Ops, ect.). as well as the **very** easy to overlook items in Portal (ex. Message icon in top right).*
- More in-depth store tour
 - *This can be done while new hire is shadowing. Remember to verbalize where you're going, what you're doing, ect.*
- Training modules
 - After **each** module you should discuss the relevance and address any questions with the Store Manager or your Training Supervisor.
 - After **each** module use the table of contents of this binder to learn more about that process.
 - *You **want** the new hire to ask questions after each module. Use roleplay and "dummy" work orders to ensure they are grasping the information instead of just waiting to hit "I agree".*
- Slack
 - Install the app.
 - *Explain what Slack is used for, and encourage them to keep notifications on and check periodically throughout the week for updates*

Note: All of the above should be done before the end of shift, but the pace and opportunity to do so will differ by store.

- End of Shift
 - Apparel
 - Pick out (3) shirts to start with. (2) more will be ordered a week or two after the initial shirts arrive to ensure there are no issues with sizing.
 - *Order this for them. Explain dress code both before these shirts arrive and after.*
 - Show Store Manager or Training Supervisor your timeclock and submit the Timeclock Adjustment Form.
 - *Correct their timeclock.*
- *Before EOD, complete the new hire's schedule for the current week by EOD.*

Day 2: Training Modules, Portal Basics, Intro. To Partners

The goal of the day is to get the initial **customer service based** trainings done ASAP, and then focus on: shadowing check-ins and phone calls and exploring Portal and Price Website.

- Review any outstanding materials from yesterday and address any questions from Day 1.
- *Continue to shadow phone calls and check-ins.*
- Training modules.
 - After **each** module you should discuss the relevance and address any questions with the Store Manager or your Training Supervisor.
 - After **each** module use the table of contents of this binder to learn more about that process.
 - Whenever applicable make “dummy” work orders in Portal.
- Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training
 - *Customer Service, Partnerships, and Diagnostics are most essential today.*
- Review Partner and Customer Interaction sections of this binder.
- *Continue to familiarize yourself with key areas of Portal and Price Website.*

Day 3: Phones

- *Portal > Knowledge Base > Training > Training Curriculum > Franchisee Training > Customer Service modules should all be read and understood.*
- *Relevant sections of this binder should be read and understood.*
- Greeting: “Thank you for calling uBreakiFix [Location Name]. This is [First Name]. What can we fix for you today?”
- Alternate answering phone calls with another team member today. You should stop what you are doing when it is your turn.
- Politely ask to put the customer on hold if you have a question. **Always** ask a question if unsure.
- *Speakerphone calls are recommended. New hire can answer the phone with the greeting, put customer on speakerphone, and background noise should be kept to a minimum. Let the new hire speak until they hit are faced with a question they do not have the answer to and answer for them.*
- *Exactly what time of the day the new hire is put “in charge” of phones is based on the overall number of phone calls the store has received so far. If you don’t feel the store has received enough phone calls you **should** do mock phone calls / role play. You know the most common calls, so just do a few of each (OOW, Asurion customer who hasn’t yet filed a claim, Samsung IW, ect.).*
- *After answering each unknown question or clarification the new hire asks, direct them to read the appropriate section of this binder, Portal, ect. This is not a punishment. We want to start them in the habit of finding the **full and complete** answer on their own.*
- Offer to make appointments over the phone to set a sense of urgency with the customer. This will help get customers through the doors and give them a guaranteed turnaround time as we can prioritize them.
- Training modules (same considerations as previous day).

- Continue to shadow check-ins.
- **Progress Check:** *By the end of the day, the new hire should feel confident in the “manual” aspects of check-ins. This includes: identifying model of device, incoming diagnostic check, finding the correct part for the repair and bringing it up front, giving feedback on proper check-in notes, ensuring buyback label is printed, receipt signed, ect. They should have shadowed enough check-ins at this point to know the importance of these.*

Day 4: Leads

- New hire will be solely responsible for answering phone calls today.
- Review the relevant sections from Day 2 as necessary.
- Training modules (same considerations as day 1).
- Continue to shadow during lack of phone calls or leads.
- Review sections of this binder related to Leads / Appointments.
- New hire will be responsible for both answering the phones and contacting Leads today.
- Leads should be called as a priority, SMS as backup, proper lead notes made.
- **Progress Check:** *By the end of today the new hire should be confident on phone calls and Leads.*

Day 5: Check-ins

- **Firm Clarification:** *At BOD, if there are any concerns regarding customer interaction that aren't wholly based on more detailed process / procedure you **MUST** address these now. This does **NOT** need to be negative or a reprimand, but it should clarify what the mistake is and the proper method. This should issue should be improved on by EOD.*
 - *Most common: Giving unnecessary / inaccurate information because there is a feeling of needing to have all the answers.*
 - *Whatever area they're most struggling in should be the area they are “forced” to focus on or be responsible for.*
- Training modules should be completed.
- New hire will be responsible for phones, leads, and the computer portion of the check-in process.
- *Check-ins should still be shadowed. They should find the claim / appointment, type in all the customer and device information, make work order notes [using hotkeys], ect.*

Week 1: Customer Interactions Recap

By the end of week 1, the new hire should have *some* experience in **ALL** customer facing duties. Use 1-5 rating system on supplemental checklist for Partner Knowledge, Phone Calls, Leads, and Customer Check-in. Any item below a four (4) becomes the focus / refresher for Week 2. These areas will continue to be the new hire's responsibility until proficiency is proven.

Week 1 is meant to push for “milestones” aggressively. New hires can only learn what they're exposed to, and this differs based on store volume and staffing. Example: If your store isn't getting a lot of check-ins, then while that should remain their focus, they shouldn't sit on their phone waiting for a customer to walk-in. However, logically, this is **NOT** meant to demoralize the new hire or create a poor customer experience. The new hire should get in the habit of consistently revisiting the training materials after not knowing a specific process. Weeks are milestones, but don't move on *solely* because it is a specific week.

Week 2: Customer Interactions (Best Practices) & Processes

- **Progress Check:** Do not move on until you can submit for AST2, STG, and schedule their PlusOne.
- Check-ins and check-outs are still shadowed by Store Manager or Training Supervisor.
- Phones, lead, and check-ins and check-outs should start to become proficient.
- Whatever area they're most struggling in should be the area they are "forced" to focus on or be responsible for.
- As one of these items is mastered, you can then that specific item can be "redistributed" amongst the team so that it returns to the normal "rotation" of responsibility.
- Best practices & "Putting it all together"
 - Tips and tricks for common things at check-in
 - Offering Home+ and accessories to each customer
 - Adjusting quote times based on queue, specific device symptoms
 - Setting proper customer expectations
 - Avoiding "giving in" to customers who push for better turnaround time
 - Courteous but quick and efficient customer interactions
- Review sections of this binder related to work processes and procedures.
- **Progress Check:** After mastery in 2/3 (phones, leads, check-ins), then proceed with training in processes:
 - Gain experience in GSX, AST2, GD Tool (IQC / OQC)
 - You should be the one to move the device from "Quality Inspection" to "Repaired - RFP", notify the customer, and make the appropriate notes.
 - Training on Beginning of Day (BOD) and End of Day (EOD)
 - Training on Update Today's
- Unless it is going extremely poorly, order the new hire two (2) more shirts
- **End of Week Goal:** New hire should start to look for information (timely) and become more confident in the responses they're giving customers.

Week 3: Same Day Repairs

- **Progress Check:** All forms of customer interaction able to be performed unsupervised. Afterwards, all aspects of GSX, AST2, GD Tool (IQC / OQC) done unsupervised.
 - Do **NOT** continue until that is done. Based on store volume repair shadowing is acceptable, but not physical repair.
- AOD training. After shadowing AOD usage, new hire should be in charge of back glass removal whenever possible.
- Review workflow sections of this binder and Portal Knowledge Base (eg. work order statuses, proper repair notes, proper repair flow).
- Repair Shadowing: Uninterrupted. Other staff handles phones and walk-ins.
 - Shadow 1-2 Samsung repairs (OCTA)
 - Shadow 1-2 Asurion iPhone repairs (glass/LCD).
- Supervised abandoned device teardown. Uninterrupted.
 - Give best practices and insight, when possible, but allow them to use the repair guide and work their way through the teardown to the best of their ability.

- Repair guide should be up at all times.
- “Dummy” work order created and moved through process with applicable notes for all repairs (new hire can use their own name as customer name).
- Repair workflow followed.
- Supervised abandoned device teardown. Interrupted.
 - Get in the habit of having to get up or answer the phone during a repair.
- **End of Week Goal:** Ready for unsupervised Asurion iPhone and Samsung repairs.
- New hire should be looking for information within Portal, Pricing Website, and this binder. Start asking them what they think or where they think that answer is and **NOT** just telling them.
- At the end of this week, the new hire should **ONLY** be using their PIN. FOH PC should be logged into the store’s account. No store PIN sharing.

Week 4: Same Day Repairs

- Pick based on staffing and store volume. This choice should be made daily, and **NOT** for the entire week.
 - New hire becomes same day tech. Staffing should allow for other staff to handle overflow (i.e. don’t let them drown in repairs, but don’t do every single one except the one they’re working on).
 - Customer interactions as primary responsibility, with same day repairs between customers and / or same day repairs done once day’s volume drops off (3-4 PM).
- **ALL** work flow aspects should be adhered to. Buybacks going where they belong, parts kept off workspace, clean desk between repairs, inventory control, ability to view queue and make a reasonable choice as to what to work on next, ect.
- **End of Week Goal:** You’ve met the requirements to be considered a same day tech. Congrats.

Week 5-8

- **Habits are become set. If they aren’t addressed now, they’re not going to change.**
- Goals will differ based on store volume, staffing, and what devices are brought in, but in order of priority the focus should be:
 - Ability to recognize areas that need attention and resolve. Become a team player!
 - Examples: Update Today’s, Leads, answering phones in team environment, handling check-ins when everyone else is occupied, ect.
 - Queue management. You don’t know every repair yet, and that’s fine, but don’t get in the habit of just picking up the closest Asurion iPhone. Is there something in queue that has been there a long time? Why?
 - Samsung IW. No Flip / Fold. Start to finish. This includes screen protectors.
 - Google IW. Start to finish.
 - Diagnostics (troubleshooting). Start to finish.
 - Samsung IW. Flip / Fold. Start to finish.
- **End of Month Goal:** You are a technician who is well versed in the standard day-to-day repairs.
- At the end of this month you should be able to identify what areas the new hire needs more training / assistance on, and focus on those. Think of it this way, if you had to do a 90-day review at the end of this month (2), what areas would you say they need to improve upon.

Week 9-12

- Utilize the "Pre-Review Checklist" to start to track and gauge progress in these areas.
- Multi-day, iPads, consoles, ect.
- Receiving
- **End of Month Goal:** New hire is a full-fledged uBreakiFix technician.

Week 9-12

- 90-day Review. Use Performance Review Form on Manager's Website.

Final Notes

- The new hire should be the primary focus. If Store Manager is primarily training, Asst Manager should pick up as many admin tasks as possible.
- After the first couple weeks, don't just answer questions. Ask them what they think it is. Show / tell them where it can be found without telling them. You are meant to be a manager / authority on uBreakiFix, but you're not Google. It's a condition response. If you always ask and always get an immediate correct answer, then you'll always ask, but never learn.
- Order of items is done purposefully. This *should* give the store the quickest path to having another contributing team member.

uBreakiFix New Hire Week 1 Checklist

New Hire Name:

DAY 1		MANAGER INITIALS	
<input type="checkbox"/>	New hire forms completed and sent to JB3		
<input type="checkbox"/>	Can clock-in and understands it is their responsibility to ensure accuracy		
<input type="checkbox"/>	Knows where / how to submit timeclock adjustments		
<input type="checkbox"/>	Knows where / how to submit Timeoff Requests		
<input type="checkbox"/>	Is aware of their Portal PIN		
<input type="checkbox"/>	Has Slack		
<input type="checkbox"/>	Shirts are ordered		
END OF WEEK 1		MANAGER INITIALS	
<input type="checkbox"/>	Completed Portal Trainings		
<input type="checkbox"/>	Submitted for AST2		
<input type="checkbox"/>	Submitted for STG		
<input type="checkbox"/>	Submitted for PlusOne		
WEEK 1 REVIEW		SCORE 1-5	MANAGER INITIALS
Answering phones			
Lead follow-up			
Partner knowledge			
Check-ins			

Send completed form to JB3 on Slack

uBreakiFix New Hire Week 2 Checklist

New Hire Name:

The lowest scoring items should remain their primary focus into Week 3.

END OF WEEK 2		MANAGER INITIALS
<input type="checkbox"/>	Trained on BOD	
<input type="checkbox"/>	Trained on EOD	
<input type="checkbox"/>	Trained on Update Today's	
<input type="checkbox"/>	(2) more shirts ordered	
WEEK 2 REVIEW		MANAGER INITIALS
	SCORE 1-5	
Answering phones		
Lead follow-up		
Partner knowledge		
Check-ins		
GSX proficiency		
AST2 proficiency		
Galaxy Diagnostics proficiency		
Fenrir proficiency		

Send completed form to JB3 on Slack

uBreakiFix New Hire Week 3 Checklist

New Hire Name:

The lowest scoring items should remain their primary focus into Week 4.

END OF WEEK 3		MANAGER INITIALS
<input type="checkbox"/>	Performed Samsung repair (start to finish)	
<input type="checkbox"/>	Performed iPhone repair (start to finish)	
WEEK 3 REVIEW		MANAGER INITIALS
	SCORE 1-5	
Answering phones		
Lead follow-up		
Partner knowledge		
Check-ins		
Update Today's		
Samsung repairs		
iPhone repairs		
GSX proficiency		
AST2 proficiency		
Galaxy Diagnostics proficiency		
Fenrir proficiency		

Send completed form to JB3 on Slack

uBreakiFix New Hire Week 4 Checklist

New Hire Name:

The lowest scoring items should remain their primary focus into Week 5.

END OF WEEK 4		MANAGER INITIALS	
<input type="checkbox"/>	Completed a shift fulfilling the role of the same day tech.		
WEEK 4 REVIEW		SCORE 1-5	MANAGER INITIALS
Self-directed. Knows what devices / issues to address in the proper order			
Knows where to find the answers to their questions			
Answering phones			
Lead follow-up			
Partner knowledge			
Check-ins			
Update Today's			
Samsung repairs			
iPhone repairs			
GSX proficiency			
AST2 proficiency			
Galaxy Diagnostics proficiency			
Fenrir proficiency			

Send completed form to JB3 on Slack

uBreakiFix New Hire Pre-Review Checklist

New Hire Name:

All scores should be at a 4 or higher. If they are a 3, identify what can be done to get to a 4.

PREREQUISITES		MANAGER INITIALS
<input type="checkbox"/>	Can perform a Samsung IW repair start to finish. This includes Flip / Fold.	
<input type="checkbox"/>	Can perform a Samsung UB repair start to finish.	
<input type="checkbox"/>	Can perform a Google IW repair start to finish. This includes Flip / Fold.	
<input type="checkbox"/>	Can perform multi-day repair on <i>at least</i> (2) different devices (ex. PS4 and iPad).	
<input type="checkbox"/>	Can do BOD and EOD without supervision.	
<input type="checkbox"/>	Can be relied on as a same day tech without incidents	
<input type="checkbox"/>	Reliable. No excessive call-ins or tardiness.	
<input type="checkbox"/>	Arrives to work in uniform.	
TASK	SCORE 1-5	MANAGER INITIALS
Self-directed. Knows what devices / issues to address in the proper order		
Knows where to find the answers to their questions		
Customer interaction (phones leads, Update Today's, check-ins)		
Partner knowledge		
Systems knowledge (GSX, AST2, GD, Fenrir)		
Same day repairs		
Multi-day repairs		
Diagnostics		

Send completed form to JB3 on Slack