

New Hire: Training Schedule

Day 1: Orientation

- Introduction and Store Tour
- Complete New Hire Forms
- Initial Training Setup
 - Sign in on Chrome with the computer you will use during training
 - Google Sheets, Drive, bookmarks, ect. are all welcome and encouraged
 - Sign 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>
 - Customer Service, Partnerships, and Diagnostics are most essential this week.
 - Remember to refer to this binder during training
- Brief Portal Overview
- Timeclock
 - Clock-in (*Hands on training*)
 - You **MUST** clock in while under your 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 you work more than six (6) hours, you are entitled to a lunch. It is deducted from your timecard, so make sure you take one. You do **NOT** need to clock out for this.
 - View Timeclock History (*Hands on training*)
 - You are responsible for ensuring your timeclock is accurate on a **WEEKLY** basis.
 - Timeclock Adjustment Form (*Hands on training*)
- 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.
 - View schedule (*Hands on training*)
 - Timeoff Requests (*Hands on training*).
 - 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!
- After Store Open
 - Shadow phone calls and check-ins.
 - Only shadow repairs if exceptionally slow with Store Manager permission
 - 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
 - More in-depth store tour
 - 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.
 - Slack
 - Install the app.
- 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.
 - Show Store Manager or Training Supervisor your timeclock and submit the Timeclock Adjustment Form.

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

- 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.
- 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.

Day 4: Leads

- You 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.
- You 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.

Day 5: Check-ins

- Training modules should be completed.
- You will be responsible for phones, leads, and the computer portion of the check-in process.

Phase 2: Customer Interactions (Best Practices) & Processes

- Check-ins and check-outs are still shadowed by Store Manager or Training Supervisor.
- 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.
- 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

Phase 3: Same Day Repairs

- 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.
- 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.

Phase 4: Same Day Repairs

Phase 5

- 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? Make sure we're not just
- 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.

Phase 6

- Multi-day. iPads, consoles, ect.
- Receiving

End of Training

- 90-day Review.