

NAME: _____ EMPLOYEE # _____



HELLO FALL! LET'S HAVE A STRONG SEPTEMBER FINISH! STORE MEETING for SATURDAY, SEPTEMBER 23, 2023

LEADERS GUIDE* Meeting is scheduled for 45 minutes to be run after the store is set-up.

EVERYONE MUST BE PREPARED TO DISCUSS WHAT YOU'VE LEARNED DURING THE SATURDAY MEETING.

I. **COURSE #1 – DAVID'S SEPTEMBER MESSAGE**

- A. Let's meet the I.T. Department
- B. When submitting a Help Desk Ticket, it's important to include detailed information on the problem to better help you
- C. Loads of new technology ahead
- D. Fortiva questions, reach out to your RDM or contact Amir from the Credit Department
- E. It is the Fall Season and an opportunity to make more money (Spiffs and Commissions).



II. **COURSE #2 – NEW POS IS COMING!**

- A. Launch date is November 1st, 2023
- B. Lots of great features that will automate many of the processes

III. **COURSE #3 – TIPS ON WORKING THE LEASE LINE**

- A. Be persistent, Smile Big, Do the Credit Challenge, Offer Free Gift and Don't take NO for an answer
- B. Working the Lease Line can make your quite day a big day
- C. It's one of the best tools to help you make sales everyday

IV. **REMINDER:**

- A. **CREDIT REMINDERS:** **1)** Submit a Dealmaker form for every deal that isn't approved on the first pass **2)** Ask for a second opinion **3)** Submit a helpdesk ticket with details after you have exhausted all avenues under the category of CREDIT, then CREDIT-DEALMAKING
- B. **IF YOU ARE LOCKED OUT OF A PORTAL, KNOW HOW TO FIND SOLUTIONS -**
Review the helpful hints on how get your solutions (refer to your daily bulletin)



V. **ADDITIONAL TOPICS FROM STORE MANAGER AND/OR RDM**



LET'S GIVE IT ALL WE GOT AND FINISH SEPTEMBER STRONG! SELL BIG TICKET SALES, WORK THE LEASE LINE, MAXIMIZE CREDIT TO STRIVE TO ACHIEVE YOUR QUOTA AND EARN MORE GREEN THIS FALL SEASON.

SEPTEMBER 23, 2023, STORE MEETING ROSTER

I conducted our TEAM Meeting, and I am confident that each store associate has a complete understanding of each topic.

Manager's Signature

EMP #

Store Number

I attended this meeting & my Signature below means that I will always do as instructed at the meeting including:

- ✓ When I submit a help desk ticket, I will provide detailed information to help get the problem resolved faster
- ✓ If I have any questions with Fortiva, I will reach out to my RDM or contact Amir from the Credit Department
- ✓ I will submit a Dealmaker form for every deal that isn't approved on the first pass and ask for a second opinion.
- ✓ I will submit a helpdesk ticket with details after you have exhausted all avenues under the category of CREDIT, then CREDIT-DEALMAKING
- ✓ I will maximize ALL the potential SEPTEMBER commissions and spiff Items available for me
- ✓ I will be persistent, smile big and commit to working the lease line to help bring customers in the stores and create sales
- ✓ I will maximize credit by using the "waterfall concept" (Synchrony & Fortiva, Sunbit, Daniel's and if customer doesn't get approved on any of the previous ones listed go for the leasing programs (Progressive and Uown)
- ✓ I WILL utilize all my Daniel's tools to have an EPIC SEPTEMBER by showing BIG, selling BIG, doing each of the Company Expectations, Work the Lease Line, utilizing the M.U.S.T. Program and Open New Accounts
- ✓ **Mark your calendar for the next scheduled TEAM Meeting, October 21st!**

Signed this 23rd day of SEPTEMBER 2023.. **Have each attendee the Manager Meeting Roster and fax to 310-665-2141.**

Signature/Emp #

Signature/Emp #

Signature/Emp #

Signature/Emp #

Signature/Emp #

Fax to SMC Human Resources (310-665-2141) and contact Stephanie x5632 to confirm.

KEEP THE ORIGINAL COPY IN YOUR STORE.

No payroll hours credit for rosters that are not received by Monday, September 25TH.