

This is your year! Start fresh, grow, and shine in 2024!



Daniel's
jewelers

Own the dream

MANAGER'S LEADER'S GUIDE to use during your Store Meeting
TEAM MEETING JANUARY 20, 2024, 45 MINUTES

1. **CELEBRATE THE WINS: SHARE TEAM HIGHLIGHTS/ACCOMPLISHMENTS FROM DEC/JAN**
2. **DANIEL'S ACADEMY UKG LEARNING JANUARY CURRICULUM (3 short courses):**
 - a. COURSE 1 - GROWTH IN 2024: DAVID'S NEW YEAR MESSAGE **(2 min)**
 - b. COURSE 2 - STARTING FRESH: JANUARY KICK OFF **(4 min)**
 - i. Communication (refer to pg. 3 on "How to access store email")
 - ii. Exciting Marketing News
 - c. COURSE 3 - KLARNA: CUSTOMER EXPERIENCE (refer to pg. 5 for "In-Store Quick Reference Guide") **(1min)**
3. **BRAINSTORMING ACTIVITY: WAYS TO INCREASE REGISTRY** (see following page for rules)
 - a. Complete the survey at the end of your BRAINSTORMING. Access the link on the Store Intranet. Submit your answers and you will be entered into a Raffle for a Pizza party (1 Winner per Region/District)
4. **ADDED TOPIC: MANAGER AND RDM FOCUS AREA**

JANUARY 20, 2024, 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 #

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

- ☐ Start my day with a cheerful outlook, a smile, provide the best service and be part of customer's happiest moments at Daniel's
- ☐ Use our Store email as another tool to effectively communicate
- ☐ Familiarize myself with the benefits of Klarna and how to utilize it. Help shoppers get what they want today
- ☐ Attempt to always offer and maximize all our various financing programs to close your deals (Synchrony, Fortiva, Daniel's, Sunbit, Progressive, Uown and Klarna)
- ☐ Commit to offering Registry sales to earn more Spiffs
- ☐ Be more informed about all the exciting new promotions (refer to your PROMO GUIDE).
- ☐ SHOOT TO ACHIEVE A GREAT JANUARY AND FABULOUS FEBRUARY!

*Signed this 20th day of JANUARY 2024. **Have each attendee and the Manager sign the Meeting Roster. Fax to 310-665-2141 at the end of your meeting no later than 1/22 to get payroll hours. Keep original in your store.***

Signature/Emp #

Signature/Emp #

Signature/Emp #

Signature/Emp #

Signature/Emp #

BRAINSTORMING EXERCISE

Manager: Facilitate a brainstorming session with your team.

5 MIN: Give your team 5 minutes to share,
“WAYS TO INCREASE YOUR REGISTRY SALES in 2024.”



Choose a writer that will list the tools below (you can use another sheet of paper if needed).

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10 MIN: Review the list you have created and choose YOUR TOP 5 tools from your Brainstorming and have your team commit to doing them.

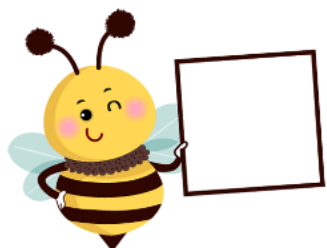
1.

2.

3.

4.

5.



MANAGER ONLY: Complete the survey by accessing the link on the Store Intranet. Type your TOP 5 Ways to increase REGISTRY SALES (must be done at the end of your meeting). Submit your store top 5 answers and you will be entered into a Raffle for a Pizza party (1 Winner per Region/District).

Happy Learning and Happy Selling Everyone!



¿ How to access your store email account?

[How to access your store email.docx](#)

Step #1:

Double-click on the blue email icon located on your computer desktop.

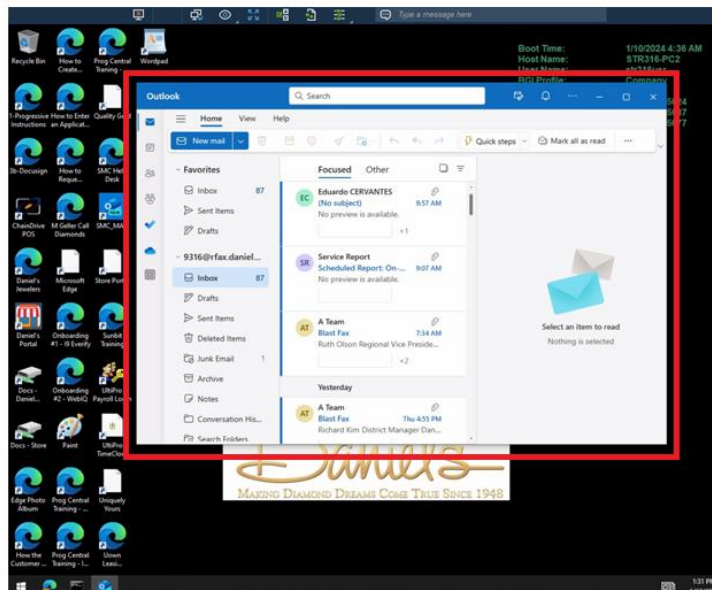


Note: You should see a blue icon similar to the one displayed in the picture above named SMC_MAIL

If you are not able to locate this icon. Please get in contact with your IT Support Team or submit a ticket.

Step #2:

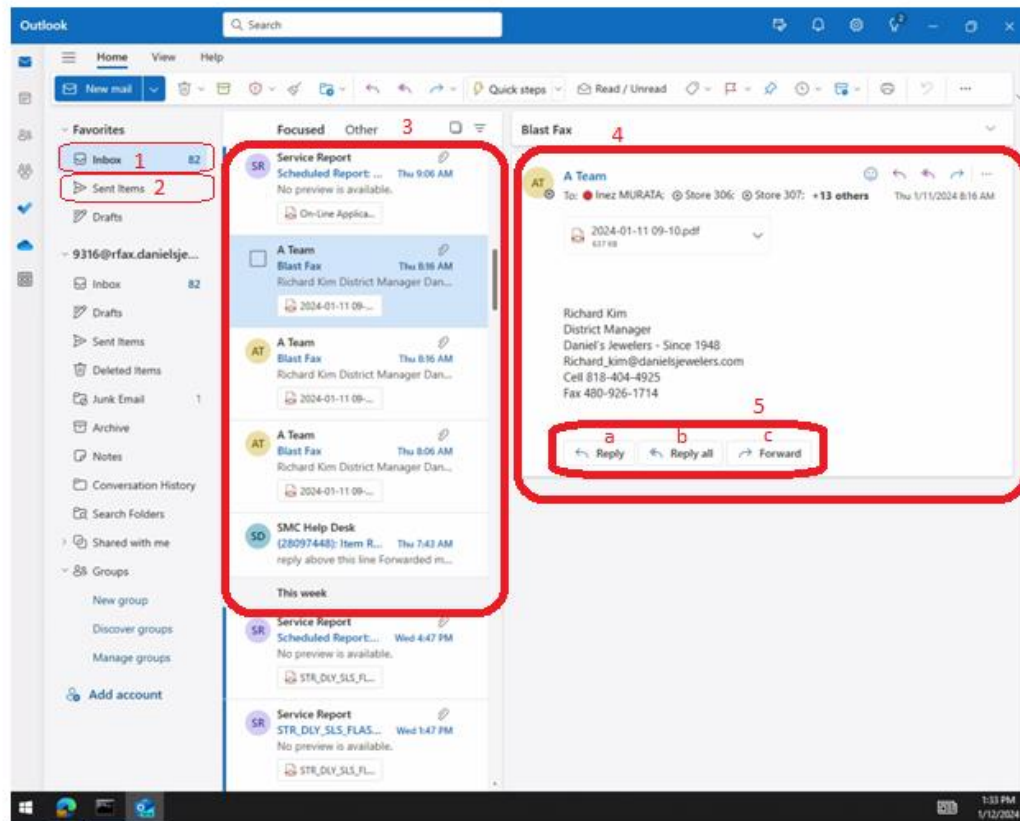
Once you open the email the following window should appear



If you do not see a similar window to the one above. Please get in contact with your IT Support Team or submit a ticket.

Step #3:

A Brief review of email functionalities



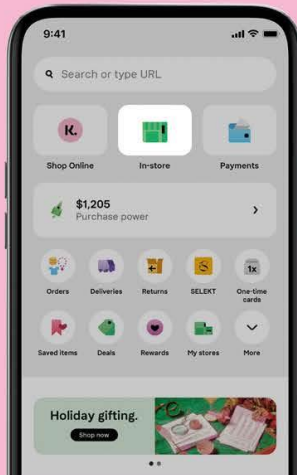
1. You can click here to have a look at all your incoming emails.
2. You can click here to have a look at all your sent emails.
3. On this center panel, you have a view of all emails you have received by default ordered by date (most recent on the top).
4. On this right panel, you can have a more detailed view of any email selected from the center panel.
5. You can choose one of these 3 options to take quick action regarding the selected email.
 - a. To reply to only the sender, select **Reply**.
 - b. To reply to the original sender and all other recipients, select **Reply All**.
 - c. To send the message to someone not on the To or Cc lines, select **Forward**.

In-Store Quick Reference Guide

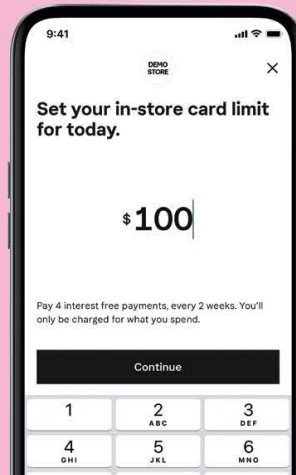


How does Klarna work in-store?

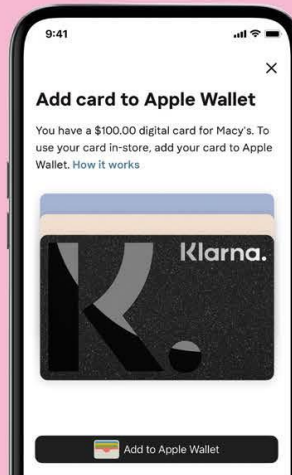
Klarna allows customers to split purchases into 4 interest-free payments, automatically charged to their debit or credit card every 2 weeks. No interest and no fees with on-time payments.



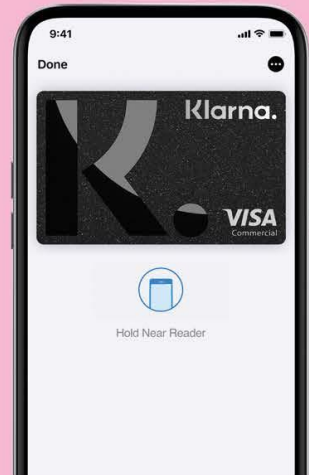
1. Download and open the Klarna app. Click "In-store" then select merchant of choice.



2. Create a budget for the in-store card. Review your plan and confirm purchase details.



3. Add in-store card to Apple or Google Wallet.



4. Tap to pay and receive payment confirmation.

How does Pay in 4 work?

Pay 25% at checkout, then the rest over 6 weeks.



Does a customer need help?

Customer service is available 24/7

💬 Live chat in app

☎ 844-552-7621

✉ customerservice@klarna.com

Klarna.