

3 F'S TO WOW CUSTOMER EXPERIENCES IN YOUR STORE

Rate your managers



RUNNING
GREAT STORES

FIRST IMPRESSIONS

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

FUNCTIONAL

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

FEELINGS

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

MGR NAMES

**BELOW
AVERAGE**

AVERAGE

**ABOVE
AVERAGE**

3 F'S TO WOW CUSTOMER EXPERIENCES IN YOUR STORE



Definitions of Ratings

BELOW AVERAGE

Requires training in the basics of First Impressions, Functional and Feelings. Training / Development plan should be implemented.

AVERAGE

Executes the basics but could improve standards, attention to detail and consistency. Pair with manager who is above average for training and set goals/timelines to complete.

ABOVE AVERAGE

Role models the expectations, good attention to details, consistent in execution. Leverage to train other managers.