

RETAIL AND CUSTOMER

Retail Orientation

New associates practice the real job before their first shift instead of losing week one guessing.

"We invested last time and nothing changed."

"Customers walk in loyal and leave indifferent."

WHO IT IS FOR

LEVEL

Store and service teams, All employees

GROUP SIZE

Any group size

TIME

Anywhere from 60 minutes to 2 days

FORMAT

In person · Virtual · Hybrid

LANGUAGES

English

BUSINESS OUTCOME

Customer loyalty, Execution

WHAT HAPPENS

A needs assessment links your business results and time constraints to the specific behaviors expected of a new associate.

We search your existing content for practices, job aids, and tools, then build interactive exercises so associates practice the skills.

New hires arrive on the floor having done the job once already.

WHAT CHANGES

- Week one produces instead of guesses
- Motivation gets used instead of wasted
- Associates master the job faster
- An orientation your managers could run

HOW WE MEASURE

The team leaves with a written action plan, each item tied to a name and a date. Thirty days later we check which items moved and report that back to the sponsor.

HOW IT FITS WHAT YOU HAVE

Built around your store formats, your customers, and the moments your associates face on the floor. Practice rounds use your merchandise and your policies.

INVESTMENT

\$10,000 per day

Per delivery · same number in USD, CAD and EUR

Design and first delivery priced per Facilitator day. The orientation becomes yours to run.

Formats: anywhere from 60 minutes to 2 days, for any group size. One Facilitator day covers everything up to a full day at the investment shown; a second day adds \$10,000.

WHAT IT INCLUDES

- A one-hour Joint Solution Design call, where you choose what your Participants experience
- Your Blueprint, the design for your delivery, reviewed by you before anything is built
- A Participant Manual matched to that Blueprint

PROOF

Onboarding 11 days → 2

Rogers Wireless: new associates earn the keys to their own store in two days instead of eleven, with greater sales results, across 3,000+ sales reps a year. 2006 Canadian Training Excellence Award (CSTD).

Schedule a 20-minute walkthrough

[See how it runs online](#)

One of 71 Learn2 experiences. Browse and filter the whole catalogue at Learn2.com/programs.

Reply to the email this came with, or write to sales@Learn2.com.