

## Project Velocity Recommended Best Practices Daily Manager Form for Store Managers

Date \_\_\_\_\_

Name \_\_\_\_\_

| Today's Goals & Results (fill out at beginning and end of shift)  | Goal # | Actual # | Comments |
|---|--------|----------|----------|
| Activations (including add a line)  |        |          |          |
| Accessories   |        |          |          |
| Features  |        |          |          |
| Upgrades (device or plan)   |        |          |          |
| Questions   | Yes    | No       |          |
| Did you conduct a huddle today?   |        |          |          |
| Did you update the whiteboard today?  |        |          |          |
| How many observations did you do today?   |        |          |          |
| Did you provide coaching to each Sales Advocate today after observing customer interactions? (min 2 per day per Sales Advocate)   |        |          |          |
| Did you conduct a role play with Advocates today?   |        |          |          |
| What did you do that went well today?   |        |          |          |
| What can you do better on your next work shift? How?  |        |          |          |
| What did the store do well today?   |        |          |          |
| What can the store do better tomorrow? How?   |        |          |          |
| <p>Cricket Authorized Retailers ("ARs") are solely responsible for and have full discretion in setting compensation for their employees. The recommendations presented here are the 3rd Party Consultant suggested best practices learned from a 12 week trial with four ARs to improve sales in their Texas stores. ARs are free to consider, adopt or reject, in whole or in part, these recommendations in their sole discretion. ARs should consult with their legal counsel to confirm the compensation recommendations are legal in the states they operate in. Individual AR store results may differ. AT&amp;T Proprietary (Internal Use Only) Not for use or disclosure outside the AT&amp;T companies except under written agreement.</p> |        |          |          |