



CONGRATULATIONS CHAMPION!

I want to personally acknowledge you for your excellent decision to participate in the **Top Gun Front Desk Program**. This program has helped HUNDREDS take their Customer Service and Sales at the Front Desk to exciting new heights and...so will you!!!

***Our commitment is for you and your team to be fully set up to win to gain the maximum value. In order to achieve this we need you to follow each of the Action Steps below.

Action Steps to take NOW for the Front Desk Training: *(Check off each box)*

- You must REGISTER to gain access to all (9) webinars.** To register, simply click on the LINK provided in the Course "Welcome Packet" emailed to you.
- An Owner and/or Manager needs to attend each module with your team.** We will not be responsible for the lack of results produced if you let your team participate without a key leader. History has proven the program doesn't work if you let them participate alone.
- Mark out all dates & time in everyone's calendar that is participating.** *(Mark out 15 min. BEFORE training starts and 15 min. AFTER it ends).* Please be on time to be respectful of other salons that are participating. All participants must be in a DISTRACTION FREE area while participating.

NOTE: Training 1 & 9 are for Owners and Managers ONLY and NOT the front desk team. Modules 1 – 7 are for everyone including owners, managers and front desk team.

- Handouts for each training.** Your session handouts are downloaded and printed from your My Account. You will need (1) set for each participant. One set will go into the 3 ring binder you received which will become your salon training manual. Any extra sets are to be stapled and handed out to each participant prior to each new Module.
*****Schedule to print handouts 24 to 48 hours PRIOR to each module. These are posted on your My Account one-week PRIOR to each module.**
- Instructions to access your My Account:** Instructions are in your Course "Welcome Packet".
- Homework:** Each module will have homework assigned. This is due **36 hours prior** to the next training module. The homework is where the magic happens! This is where you create your Front Desk Protocols & Systems.

It is IMPORTANT that you schedule **1 hour** following each session to complete homework. This is to be completed together as a team.

*****All homework must be turned in each Tuesday evening by 6:00 p.m. PST prior to next module.**



- What happens if someone misses a session?** All sessions are recorded live and posted to your My Account within 24 to 48 hours following the completion of each training module.
*These recordings can be accessed any time 24/7 on your My Account. All modules will stay posted on your My Account for a period of 3 months following your final session 9.

Thank you for trusting Inspiring Champions with your business and team. The Redhead Firecracker believes in you and I am cheering you on all the way to the top!

Please feel free to contact us directly if you have any further questions at **1-800-496-9305, Ext. 25**.

Your Partner in Success,

Lauren Gartland-Roberts

President & Founder



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