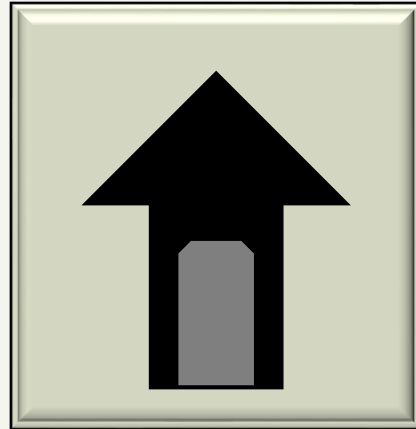




Welcome  
to the  
team!





# CORE VALUES

Passion For Animals

Customer First

Learning & Sharing Knowledge  
Through Teamwork

Achieves Results

Commitment to Communities

Empower to Do the Right Thing



Summary

Take Quiz




# LET'S GET STARTED!



# OBJECTIVES

Paraphrase each of the core values

 Relate the core values to job responsibilities

Identify different ways the core values can be demonstrated on the job



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## PASSION FOR ANIMALS

Safely greet and engage with pets in the store

 Use the 9 questions to identify customer and pet needs

Greet repeat customers and pets by name

Apply your knowledge about pet nutrition and products to find solutions







# CUSTOMER FIRST

Make it memorable




Build relationships with repeat customers

6 Customer Service Standards





## LEARNING & SHARING KNOWLEDGE THROUGH TEAMWORK

 Coworkers are a great resource for product information

Ask customers for their thoughts on products

Share your knowledge and ask questions on the company and store SharePoint pages





## ACHIEVES RESULTS

Friend of Chuck's %



Average dollar per transaction

Average units per sale

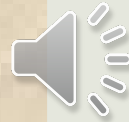
Attendance and schedule adherence





# COMMITMENT TO OUR COMMUNITIES

Foster cat program




Community events

Store events





# EMPOWER TO DO THE RIGHT THING

 Do the right thing for your team, store, the company, and customers

Professionalism

Identify opportunities and recommend solutions



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Take Quiz



## Asking a customer for product feedback demonstrates which core value?

A. Learning & Sharing  
Knowledge Through  
Teamwork



Correct! Way to go!

B. Passion for Animals



 Try Again!

C. Commitment to  
Communities



Try Again!



## Participating in events outside of the store demonstrates which value?

A. Achieves Results



Try Again!

B. Customer First



Try Again!

C. Commitment to Communities







Correct! Way to go!





## Which is NOT a part of Achieves Results?

- A. Product maintenance  Correct! Way to go!
- B. Friend of Chucks %   Try Again!
- C. Average Units per Sale  Try Again!





# CREDITS

All content created by:  
Jaime L. Pillette  
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