

SMART Orientation

It's a fact: Employees who receive the proper training from the very beginning are far more likely to succeed in their new position, and stay with your organization.

Our **SMART Orientation** programs are built from the ground up . . . inside your company. No two retailers are the same. As a result, the knowledge required by Sales Associates, MIT's, Assistant Managers and Store Managers is completely different from one retailer to the next.

Our fully customized **SMART Orientation** Programs provide:

- A Certification Process for each position within your stores ... your employees will prove to you and themselves they are ready for the job
- A step by step Training Plan that ensures every employee is provided with all the knowledge required to perform her job successfully.
- Comprehensive Training Checklists that simplify the training task for managers.
- Multiple Assessments to validate "proof of learning" ... you'll know they can do it!
- An in-store training process customized to each employee's personal learning style.
- A tracking system to ensure compliance.
- An On-the-Job Training Manual to guide the leader through the Orientation Program, and provide her with the required skills.
- Qualification Interviews to determine the ability of each employee.

In addition, our **SMART Orientation** Programs provide the basis for all employee development and advancement. Imagine never having to go outside your company to hire a new Store Manager or Assistant Manager.

Developed internally through the **SMART Orientation** Program, your employees will have the necessary knowledge and skills to assume greater levels of responsibility ... when you need them to!

Get serious about staff performance. Get GRAFF.