

SAMPLE LEARNING GOALS: BUSINESS

Service and Training Manager

PROFESSIONAL OBJECTIVES

Objective 1: To create an improved interviewing and hiring system that will lead to more accurate and relevant interviewing, lower turnover and a stronger team.

Activities/Resources:

- Evaluate current interviewing forms.
- Alter the forms to be more behaviorally based; create new forms if necessary.
- Determine desired qualities (experience, availability, customer focus, etc) and the importance of each characteristic.
- Determine the most effective way to determine the information from the applicant.

Evidence:

- Include data that highlights lower turnover in Quarter 4.
- Include original forms and procedures.

Objective 2: Create a more efficient system of training to provide a consistent, comprehensive New Employee Orientation to all associates in an engaging manner.

Activities/Resources:

- Create a system on training that is consistent for each new employee.
- Maintain a fun, engaging environment.
- Create an environment of trust and camaraderie.
- Get feedback from new associates for any alterations needed.

Evidence:

- Include an electronic version of the new training binder.

DETAILS

Duties include:

- Interviewing and hiring new associates
- Training new and existing employees on all best practices
- Give coaching and feedback to all associates regarding performance
- Meet Customer Experience Survey requirements (currently #3 in the district)
- Managing Old Navy Card Goals (Currently #9 in the district)

Evaluation methods:

- Daily communication with Store Manager
- Weekly meetings for evaluation and feedback
- Quarterly performance reviews

Expected workdays:

- Sunday 12-9pm
- Monday 8-5
- Tuesday 1-10pm
- Thursday 1-10pm
- Saturday 9-6

(Changes weekly, but always 5 9-hour shifts per week)

- Start date: January 23 End date: May 2