

GETTING STARTED ON DAY 1

BEFORE TRAINEE ARRIVES

- Ensure Massey University account request is complete
- Open Massey University
 - Click the MILO button
 - Click the Sales button
 - Download the following:
 - ▶ Trainer Resource Guide
 - ▶ LMS Manager Checklists, Printable Previews
 - ▶ Your state's calendar
- Briefly review Module 1: Block 1 to put yourself in the right mental framework for the day

AFTER TRAINEE ARRIVES

- Start with the Day 1 tasks on the training calendar: Trainer's Guide with Activity 1.1.1 (excerpts pictured below)
 - Complete Module 1: Block 1 in the guide as the day progresses
- Complete the following in the LMS before the day ends:
 - Day 1 Module in Residential Sales curriculum
 - ▶ Any regulatory or licensing items for your state (complete with the trainee)
 - ▶ SAL 3000: Day 1 Checklist
- If possible, have the trainee complete MAN 7002: Communication Fundamentals for Sales Inspectors.



QUICK TIPS

- ★ **Print or Digital?** That's up to you. You can print all or parts of any of the downloadable resources or keep them on your iPad and use them digitally.
- ★ **Read emails from Ingrid Litkenhus!!!**

LMS ASSIGNMENTS

- State-specific regulatory and licensing courses
- SAL 3000: Day 1 Checklist
- MAN 7002: Communication Fundamentals for Sales Inspectors

TRAINER MATERIALS

- Trainer Resource Guide
- Learner Workbook
- Training Calendar
- Any items relating to onboarding and welcoming your new hire

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1.1.1 WELCOME, SERVICE CENTER TOUR & TEAM INTRODUCTIONS

GOAL

To create a welcoming first impression, ensure new hires are familiar with Massey's workspace, logistics, and professional expectations, and help them establish early connections with their team.

OBJECTIVES

By the end of this activity, new hires will be able to:

- Meet and begin building rapport with their team, supervisors, and mentors.
- Navigate key areas of the Service Center efficiently.
- Identify important resources such as supply areas, form storage, and sales and service equipment.
- Understand workspace cleanliness, shared resources, and daily operational flow.
- Set up their workstation and understand workspace expectations.

ACTIVITY OVERVIEW

This activity must be conducted immediately on Day 1, led by a Manager, Mentor, or Designated Team Member. It includes team introductions, a Service Center tour, and workspace expectations to help the new hire feel welcomed, connected, and ready to integrate into daily operations

There's an old saying that goes, "You only get one chance to make a good first impression. So make it count!"

DETAILS

- **ESTIMATED TIME:** 20-30 Minutes
- **DELIVERY MODE:** In-Person
- **FACILITATOR:** General Manager or Designated Individual

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1.1.1 WELCOME TO MASSEY & SERVICE CENTER TOUR

TRAINER'S ACTIONS & CHECKLIST

- Team Introductions & Welcome Discussion.
 - Start with a brief welcome and overview of the day.
 - Introduce the team and key roles (see *Quick Tips* for suggestions).
 - Provide a quick overview of team roles and collaboration, including:
 - ▶ Who does what?
 - ▶ How different teams work together.
 - ▶ Who to reach out to for specific questions or support.
- Service Center Tour & Workspace Overview
 - Lead the new hire through key areas, ensuring they:
 - ▶ Locate workspaces (individual desks, offices, shared areas).
 - ▶ Identify break areas (kitchen, coffee stations, restrooms).
 - ▶ Find supply areas (forms, equipment, tools, PPE, etc.).
 - ▶ Review restricted zones (safety areas, storage, GM's office access).



QUICK TIP

- ★ **Keep it Pacing Right:** Don't but avoid excessive details those for later sessions.
- ★ **Set the Right Tone:** A well-structured tour signals organization, professional efficiency.
- ★ **Balance introductions:** Avoid overwhelming the new Team Member with too much info or a long list of names. Instead provide context like this: "This is Alex, our Office Manager. They'll help you with onboarding paperwork."

TRAINER MATERIALS

- Service Center Map (if app)