

## Page 70: STORE VISIT MAINTENANCE CHECKLIST

I look at the results and key performance indicators (KPIs) of each of my stores, so that I know exactly how each store is performing and can note opportunities for improvement.	Y	S	N
My shop visits are always well prepared. I know the areas on which I need to focus with each store manager to make the most out of each visit.	Y	S	N
I have a monthly meeting with all my store managers together and use this for communication, focus and development.	Y	S	N
I follow up on strategies from the store manager meetings with each store manager during store visits.	Y	S	N
I have a template that I follow for each store visit. This assists me in being consistent and staying on track to help achieve my outcomes and follow up on previous visits.	Y	S	N
I use store visits to communicate important information about various areas of the business, such as products, marketing and merchandising.	Y	S	N
I use store visits to build trusting relationships with the store manager and the in-store team.	Y	S	N
I work to build relationships with assistant store managers so that I can assist with their development and career goals.	Y	S	N
I spend time getting to know all of the staff, regardless of their roles, so I can understand what is important to them and am aware of their aspirations.	Y	S	N
I finish each store visit by working with the store manager to put together her/his action plan, focusing on no more than two or three objectives and the ways these can be met.	Y	S	N
I create time in my schedule to follow up on each store manager's progress with her/his action plan.	Y	S	N
I have a strategic approach to how I schedule visits, so I can spend most time where it is needed.	Y	S	N
I am comfortable with conversing honestly with staff to help them improve in their roles.	Y	S	N
I give praise and recognition to acknowledge achievement of great results.	Y	S	N