

Clothing for Resale ~ Design Document

<i>Business Purpose</i>	<ul style="list-style-type: none">• This training is for small business owners and businesses that resell clothing that are looking to onboard new employees. Finding clothing appropriate for resale can be an overwhelming task. New employees who are responsible for buying, need to understand what to look for when inspecting clothing as well as the best places to find clothing to resell. Knowing how to properly choose and inspect clothing will result in a quality inventory, less clothing returns/complaints and more profit for a resale clothing business.
<i>Target Audience</i>	New hires responsible for buying clothing for a clothing consignment store or a small business that sells resale clothing in-store or online.
<i>Training Time</i>	20-minute eLearning course
<i>Training Recommendation</i>	Because employees are assigned to many different locations and working multiple shifts, eLearning is the best training option. Mentoring by a manager could proceed eLearning training to provide hands-on training and include trips to local thrift stores as well as a job aid with specific brand, condition, and style tips.
<i>Deliverables</i>	<ul style="list-style-type: none">• 1 - 20-minute e-Learning course<ul style="list-style-type: none">• Developed in Articulate Storyline• Includes voice-over narration• Three knowledge checks• Final assessment• Storyboard
<i>Learning Objectives</i>	<ul style="list-style-type: none">• Describe clothing items that are appropriate for resale• Identify the best places to find clothing for resale• List the best strategies to use when shopping for resale clothing
<i>Training Outline</i>	<ul style="list-style-type: none">• Welcome with Introduction• Course Navigation (optional)• Objectives• Introduction of Three Focus Areas – Brand, Condition, Style• Brand:<ul style="list-style-type: none">• Name recognition/familiarity• Label check• Check consignment shops• Well Known Brands• Knowledge Check 1• Condition:<ul style="list-style-type: none">• Four Condition Problems with Interactive Explanations<ul style="list-style-type: none">• Rips - Good vs. Bad

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- Stains - Most common locations/fabrics
- Stretch – What to look for
- Smell – Pets and smoke
- Knowledge Check 2
- Style:
 - Easy care fabrics
 - Fashion blogs
 - Consignment shops
 - Timeless styles
- Knowledge Check 3
- Where to Shop for Resale Clothing:
 - Goodwill
 - Salvation Army
 - Flea Markets
 - Yard/Garage Sales
 - Independent/Locally Owned Thrift Stores
- Tips and Strategies:
 - Hover Interaction with 6 Tips/Strategies
 - Be patient
 - Search for date tag
 - Vary locations
 - Look for rolling racks
 - Best days/times
 - New with tags is not always best
- Three knowledge checks with 2 attempts and feedback
- Final assessment with 5 questions and results slide
 - Opportunity to review/retake
- Learner must score 80% or higher on final assessment to pass with opportunity to retake if initial score is not passing
- Summary
- Closing and congratulations for completing the course