

Reservation Clerk Training: Marina @ Selena

Target Audience: Reservation clerks (new and existing) and the marina management team are the primary learners for this training. All clerks and management have a minimum of a high school diploma. Some have completed or are in the process of completing a college degree. Ages range from early 20's to 60 years old and all fall into the middle class socioeconomic status.

Learning Objectives:

Terminal LOs:

1. Correctly answer a customer phone call at Marina @ Selena.
2. Use appropriate questioning to assess customer needs.
3. Accurately complete a customer reservation.

Enabling LOs:

1. Reservation clerks must know how to operate the phone system.
2. Reservation clerks must know details of rental boats and should access and use the watercraft specifications job aid and the campground map job aid, if needed.
3. Reservation clerks must know how to use the reservation software (Marina Master) and the billing software (QuickFile) and how to complete all required forms for the reservation with 100% accuracy.

Seat Time: 20-25 minutes

Outline:

- Welcome
- Navigation
- Introductory Scenario
- Learning Objectives
- (Assessing Customer Needs) Phone Expectations
- Boat Rentals/Campsite Rentals
- Knowledge Check
- (Completing a Reservation) Steps 1 - 4
- Knowledge Check
- (Completing a Reservation) Steps 5 - 8
- Summary

- Assessment
- Congratulations

Font:

Arial (body)

Arial Bold (headings)

Color Palette: The main colors are shown below. These colors and/or variations of these colors will be used in the design.

**Company Logo:****Avatars:**

2 avatars from Storyline's character selection: Marin (reservation clerk at Marina @ Selena and Sarah (general manager at Marina @ Selena)

Directions: Items in [brackets] will not appear on the slide or be recorded in voiceover (VO). There is a Notes section for each table. Please use the notes section to leave feedback including edits, questions, or concerns. Specifically, the spelling and wording within the "Slide Text" column will need feedback, as that is the information the learner will see. If you feel there is too much on one slide or layer, please leave a comment in the notes as to what you would prefer the learner to see.

Global Comments:

- Slide dimensions are 16:9 ratio with slide size 1280:720.
- Use Modern Player in Storyline.
- Content slides will show a custom top and bottom border using the custom color palette with the marina logo in the top right corner. Assessment slides will show a custom bar on the left indicating the question number with the marina logo at the bottom center of the bar.
- If text in a caption bubble is too long to display at once, fade-out/fade-in text in the caption bubble and arrange sequentially on timeline to align with audio; do not use scrolling text in captions.
- Seekbar visible and controllable for learner on all slides and layers; Menu is “free” in the Player properties.
- Slide numbers with letters (ex. 1.8a) indicate layers for corresponding slide number.
- Slide text will appear in the dark blue color from the color palette unless it is within the border, an interaction, or a shape or text box with a dark background.
- All interactive buttons will have 3 states: normal, hidden, and visited.

Slide: 1.1 / Menu Title: Welcome			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No top/bottom border Background image: Video of overhead view of lake Course title set in semi-transparent shape overlaying the background image Custom Start and Navigation buttons	[Slide Title] Reservation Clerk Training: Marina @ Selena [Buttons] Start Navigation	Welcome to Reservation Clerk Training for Marina @ Selena. In this course, you will learn to properly answer customer calls and to assist in finding a pontoon boat or campsite that best meets customer needs. You will also learn to accurately complete a customer reservation.	The Start and Navigation buttons will fade in timed with the VO reference The Next button will be hidden on this slide The Navigation button will jump to the next slide (slide 1.2) The Start button will jump to slide 1.3
Notes:			

Slide: 1.2 / Menu Title: Navigation			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Player menu shows the menu on the left</p> <p>Caption bubbles with labels point to player features</p>	<p>[Slide Title] Navigation</p> <p>[Directions] Use these</p> <p>[Captions] Menu Play Seekbar Replay Volume Full Screen Previous Next</p>	<p>Learn how to navigate the course by viewing the various player components highlighted on this slide.</p> <p>Use the menu bar on the left side to see where you are in the course. Use this arrow to play or pause the audio on each slide. You may use the seekbar to skip to different parts of the audio. Replay the slide by clicking the repeat icon. You can control the volume slider by clicking the speaker icon. Click this icon to enter full screen mode. Finally, use the Previous and Next buttons to move backward or forward in the course. Click the Next button to continue.</p>	<p>Caption bubbles with text labels will fade in timed with reference in the audio</p> <p>The Next button will appear when the timeline ends on this slide.</p>
Notes:			

Slide: 1.3 / Menu Title: Introductory Scenario			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image of Meeting Room photo</p> <p>Sarah and Marin avatars appear facing each other and are centered on the screen</p> <p>A text box appears near Sarah's feet with text indicating that she is the general manager for Marina @ Selena</p> <p>A text box appears near Marin's feet with text indicating that she is the reservation manager for Marina @ Selena</p> <p>This slide begins with Sarah and Marin avatars facing each other in conversation. Sarah is speaking to Marin first and the two are exchanging comments. The avatars switch between speaking and listening poses as the conversation takes place.</p> <p>Caption bubbles on the</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Sarah caption] Good morning, Marin! It has certainly been a busy week here at the marina! How are you and your team handling all the calls?</p> <p>[Marin caption] Good morning, Sarah. Thanks for asking. Honestly, we have struggled a bit since we have</p> <p>been so busy. I have dealt with several dissatisfied customers this week, and it seems the majority</p> <p>of the problems stem from clerks being in a hurry and making careless mistakes. I think our clerks would benefit from</p> <p>a training tailored to the specific steps they should be taking to complete the reservation correctly.</p>	<p>[Sarah] [1] Good morning, Marin! It has certainly been a busy week here at the marina! How are you and your team handling all the calls?</p> <p>[Marin] [2] Good morning, Sarah. Thanks for asking. Honestly, we have struggled a bit since we have been so busy. I have dealt with several dissatisfied customers this week, and it seems the majority of the problems stem from clerks being in a hurry and making careless mistakes. I think our clerks would benefit from a training tailored to the specific steps they should be taking to complete the reservation correctly.</p> <p>[Sarah] [3] I think that is a great idea, Marin. We can certainly provide training that will help our clerks better align with the</p>	<p>The caption bubbles with text will fade in on the slide timed with the VO audio. Caption bubbles track their conversation, with slide text facing in and out on timeline, timed with the VO.</p> <p>Slide begins with Sarah and Marin facing each other.</p> <p>The Next button is hidden on this slide.</p> <p>When timeline ends, slide automatically advances to the next slide.</p>

<p>screen track the conversation between Sarah and Marin</p> <p>Caption bubble shape remains between Sarah and Marin as the conversation takes place</p>	<p>[Sarah caption] I think that is a great idea, Marin. We can certainly provide training that will help our clerks better align with the expectations.</p> <p>I will contact our corporate office to request this training be put in place as soon as possible.</p> <p>We certainly need to be completing reservations that are 100% accurate. Have a nice day, Marin.</p> <p>[Marin caption] That sounds great, Marin! Have a nice day.</p>	<p>expectations. I will contact our corporate office to request this training be put in place as soon as possible. We certainly need to be completing reservations that are 100% accurate. Have a nice day, Marin.</p> <p>[Marin] [4] That sounds great, Marin! Have a nice day.</p>	
Notes:			

Slide: 1.3a / Menu Title: Introductory Scenario			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image of Meeting Room photo</p> <p>Text box appears near top left showing the text “Three weeks later...”</p>	<p>[Marin caption] I am so excited to be able to offer training to my team of reservation clerks! This should definitely help us to</p>	<p>I am so excited to be able to offer training to my team of reservation clerks! This should definitely help us to complete our reservations more accurately!</p>	<p>Caption bubbles with text will fade in on the slide timed with the VO audio.</p> <p>Slide begins and ends with Marin facing forward.</p>

<p>Sarah avatar appears on the right side with an excited expression</p> <p>Caption bubble shows Marin's thoughts as she shares her exciting news about the training</p>	<p>complete our reservations more accurately!</p>		<p>The Next button is hidden on this slide until the timeline ends.</p> <p>This slide will be hidden in the menu.</p>
Notes:			

Slide: 1.4 / Menu Title: Learning Objectives			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Marin avatar appears on left of screen gesturing to the right where text boxes showing the objectives will appear</p> <p>A text box containing direction text will appear directly below the top border</p> <p>Text boxes will appear on</p>	<p>[Slide Title] Learning Objectives</p> <p>Upon completion of this training, learners will be able to:</p> <p>[Learning Objectives] Correctly answer a customer phone call at Marina @ Selena</p> <p>Use appropriate questioning to assess customer needs</p>	<p>[Narrator] Upon completion of this training, learners will be able to: Correctly answer a customer phone call at Marina @ Selena; use appropriate questioning to assess customer needs; and accurately complete a customer reservation. Click the Next button to continue.</p>	<p>Direction text box floats in</p> <p>Marin avatar floats in</p> <p>Objective text boxes float in one at a time and will fade in timed with the VO</p> <p>The Next button will appear when the timeline ends on this slide</p>

the right half of the slide, to the right of the Marin avatar, which will be facing the learning objectives. The objective text will appear in three text boxes (one for each objective). The text boxes will use a lightened palette color.	<p>Accurately complete a customer reservation.</p> <p>[Directions] Select the Next button to continue.</p>		
Notes:			

Slide: 1.5 / Menu Title: Assessing Customer Needs			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background of the slide will be a light shade of gray.</p> <p>A text box showing the slide heading, "Reservation Clerk Phone Expectations," appears directly below the top border.</p> <p>Three icons will appear</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Slide Heading] Reservation Clerk Phone Expectations</p> <p>[Directions] Click each icon below to learn phone expectations for Marina @ Selena.</p>	<p>[Narrator] Making a positive first impression on all telephone customers of Marina @ Selena is of utmost importance. Reservation clerks are expected to follow certain guidelines for all incoming telephone calls to the reservation department. Click each icon below to learn phone expectations for Marina @ Selena. Click Next to continue once</p>	<p>The Next button will be hidden on this slide until all three icons have been visited.</p> <p>The three icons will each have hotspots that link to information for each of the phone expectations.</p> <p>Icon/Expectation 1–will show Layer 1.5A Icon/Expectation 2–will show Layer 1.5B</p>

<p>across the bottom of the screen below the slide heading. The color of the icons will be one of the palette colors.</p> <p>Icon 1 will be a telephone Icon 2 will be a smiling face Icon 3 will be a checkmark</p>		<p>you have viewed each expectation.</p>	<p>Icon/Expectation 3–will show Layer 1.5C</p> <p>The icons will be restricted to the learner until the VO ends. Once released, the learner will be able to click on them in any order. Audio will also be restricted so that it does not play over each other.</p>
Notes:			

Slide: 1.5a / Menu Title: Assessing Customer Needs			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Icon of a telephone will appear on left side of slide.</p> <p>A textbox containing the slide text related to information on this slide appears with a “X” that when clicked, closes the layer and takes learner back to the base layer.</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Slide Heading] Reservation Clerk Phone Expectations</p> <p>[Directions] Click each icon below to learn phone expectations for Marina @ Selena.</p> <p>[Slide Text]</p>	<p>[Narrator] Always answer the phone by the third ring.</p>	<p>The telephone icon and the associated text box with an attached “X” to exit will float in.</p> <p>Everything on the base layer is hidden with the exception of the top and bottom borders.</p> <p>The Next button is hidden on this slide.</p>

	Always answer the phone by the third ring.		
Notes:			

Slide: 1.5b / Menu Title: Assessing Customer Needs			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Icon of a smiling face will appear on left side of slide.</p> <p>A textbox containing the slide text related to information on this slide appears with a “X” that when clicked, closes the layer and takes learner back to the base layer.</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Slide Heading] Reservation Clerk Phone Expectations</p> <p>[Directions] Click each icon below to learn phone expectations for Marina @ Selena.</p> <p>[Slide Text] Smile through the phone.</p>	<p>[Narrator] Smile through the phone.</p>	<p>The smiling face icon and the associated text box with an attached “X” to exit will float in.</p> <p>Everything on the base layer is hidden with the exception of the top and bottom borders.</p> <p>The Next button is hidden on this slide.</p>
Notes:			

Slide: 1.5c / Menu Title: Assessing Customer Needs			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Icon of a checkmark will appear on left side of slide.</p> <p>A textbox containing the slide text related to information on this slide appears with a "X" that when clicked, closes the layer and takes learner back to the base layer.</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Slide Heading] Reservation Clerk Phone Expectations</p> <p>[Directions] Click each icon below to learn phone expectations for Marina @ Selena.</p>	<p>[Narrator] Use the standard greeting, "Thank you for calling Marina @ Selena. This is (insert name). How may I help you?"</p>	<p>The checkmark icon and the associated text box with an attached "X" to exit will float in.</p> <p>Everything on the base layer is hidden with the exception of the top and bottom borders.</p> <p>The Next button is hidden on this slide.</p>
Notes:			

Slide: 1.6 / Menu Title: Assessing Customer Needs			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background of the slide will be a light shade of gray.</p> <p>An accordion interaction</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Directions] Click each bar to the left to view standard questions for assessing customer needs.</p>	<p>[Narrator] Assessing customer needs is an important part of ensuring customers secure the boat or campsite rental that best meets their needs. When assisting customers who are unsure of what</p>	<p>The Next button will be hidden on this slide until both tabs of the interaction have been visited.</p> <p>The tabs will have visited states so the learner can see when they have been</p>

<p>will appear with two vertical tabs on the left; one tab will be labeled “Pontoon Boat Rentals” and the other will be labeled “Campsite Rentals.” The tabs will use a lightened color from the color palette. The tabs will be approximately ½ inch wide. The interaction will take up most of the slide.</p> <p>The right side of the interaction will contain a photograph of a lake set to 60% transparency.</p> <p>A pentagon pointing to the left filled with a color from the color palette will be centered on the photograph and will contain directions for the interaction.</p>		<p>they want or need, reservation clerks should ask certain questions to help determine the best fit. Click on each bar to the left to view the questions that should be asked for pontoon boat rentals and campsite rentals.</p>	<p>visited.</p> <p>The tabs are restricted to the learner until the VO ends. Once released, the learner will be able to click on them in any order.</p> <p>The Next button will jump to slide 1.7.</p>
Notes:			

Slide: 1.6a / Menu Title: Assessing Customer Needs			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top/bottom border with title and logo appearing in	[Slide Title] Assessing Customer	[Narrator] Ask these questions to	The directions and each question about the boat

<p>top border</p> <p>The background of the slide will be a light shade of gray.</p> <p>The right side of the interaction will contain a photograph of the aerial view of a boat dock set to 60% transparency.</p>	<p>Needs</p> <p>[Directions] Ask these questions about pontoon boat rentals:</p> <ol style="list-style-type: none"> 1. What date(s) are you looking to visit? 2. How many people are in your group? 3. What price range are you looking to stay within? 4. Are you looking for a certain horsepower/speed? 5. What features are you looking for? 	<p>assist customers with pontoon boat rentals. What dates are you looking to visit? If desired dates are booked, ask if their dates are flexible.) How many people are in your group? What price range are you looking to stay within? Are you looking for a certain horsepower of motor or looking to be able to achieve a certain speed? And finally, What special features are you looking for?</p>	<p>rentals will float in one at a time with the VO.</p>
Notes:			

Slide: 1.6b / Menu Title: Assessing Customer Needs			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background of the slide will be a light shade of gray.</p>	<p>[Slide Title] Assessing Customer Needs</p> <p>[Directions] Ask these questions about</p>	<p>[Narrator] Ask these questions to assist customers with campsite rentals. What date(s) are you looking to visit?</p>	<p>The directions and each question about the campsite rentals will float in one at a time with the VO.</p>

<p>The right side of the interaction will contain a photograph of a campground set to 60% transparency.</p>	<p>campsite rentals:</p> <ol style="list-style-type: none"> 1. What date(s) are you looking to visit? 2. What is the overall length of your RV (recreational vehicle)? 3. Do you need a 30 amp or a 50 amp hookup? 4. Do you prefer a pull-through or back-in site? 5. Do you prefer to be near the lake, woods, or playground? 	<p>What is the overall length of your RV (recreational vehicle)?</p> <p>Do you need a 30 amp or a 50 amp hookup?</p> <p>Do you prefer a pull-through or back-in site?</p> <p>Do you prefer to be near the lake, woods, or playground?</p>	
<p>Notes:</p>			

Slide: 1.7 / Menu Title: Knowledge Check			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background of the slide will be a lightened palette color.</p>	<p>[Slide Title] Assessing Customer Needs Knowledge Check</p> <p>[Question] Which of the following is</p>	<p>[Narrator] Let's check to see what you have learned.</p> <p>Read the question and select the best answer from the options listed, then click</p>	<p>The avatar will float in from the left.</p> <p>The question and four answer choices will appear one at a time timed with the VO.</p>

Marin avatar is on the left gesturing to the knowledge check questions and answer choices on the right.	<p>the correct phone greeting for Marina @ Selena?</p> <p>[Answer Choices]</p> <p>A. “Thank you for calling Marina @ Selena. This is (insert name) How may I help you?” (Correct answer.)</p> <p>B. “Hello.”</p> <p>C. “Marina @ Selena.”</p> <p>D. “Hello. Marina @ Selena.”</p>	Submit.	<p>The question will have a correct, incorrect, and try again state.</p> <p>Allow 2 attempts in the form settings.</p> <p>When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer.</p>
Notes:			

Slide: 1.7a / Menu Title: Knowledge Check			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p>	<p>[Slide Title] Correct</p> <p>[Directions] That’s correct! Great job on identifying the correct phone</p>	<p>[Narrator] That's correct! Great job on identifying the correct phone greeting for Marina @ Selena.</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects. Insert a text box and customize the feedback for correctly choosing the answer.</p>

	greeting for Marina @ Selena. [Button] Continue		The Continue button jumps to slide 1.8.
Notes:			

Slide: 1.7b / Menu Title: Knowledge Check			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p>	<p>[Slide Title] Incorrect</p> <p>[Directions] Click Review.</p> <p>Sorry, that is not correct. The correct phone greeting for Marina @ Selena is: "Thank you for calling Marina @ Selena. This is (insert name). How may I help you?"</p> <p>[Buttons]</p>	<p>[Narrator] Sorry, that is not correct. The correct phone greeting for Marina @ Selena is: "Thank you for calling Marina @ Selena. This is (insert name). How may I help you?"</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects. Insert a text box and customize the feedback for choosing the incorrect answer.</p> <p>The Continue button jumps to slide 1.8.</p>

	Continue		
Notes:			

Slide: 1.7c / Menu Title: Knowledge Check			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p>	<p>[Slide Title] Try Again</p> <p>[Directions] Click Try Again.</p> <p>Sorry, that is not correct. Remember, the correct phone greeting for Marina @ Selena should thank the customer for calling, inform the customer of who is speaking, and ask how they may assist them.</p> <p>[Button] Try Again</p>	<p>[Narrator] Sorry, that is not correct. The correct phone greeting for Marina @ Selena is: "Thank you for calling Marina @ Selena. This is (insert name). How may I help you?"</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects. Insert a text box and customize the feedback for choosing the incorrect answer and telling the learner to try again.</p> <p>The Try Again button jumps to the base layer of slide 1.7.</p>
Notes:			

Slide: 1.8 / Menu Title: Steps 1 - 4 of Reservation Process			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Diamond shaped text boxes with steps 1 thru 4 appear centered and vertically stacked on the slide.</p> <p>Text describing each step is located beside each number.</p>	<p>[Slide Title] Steps 1 - 4 of Reservation Process</p> <p>[Directions] Click each number to learn more.</p>	<p>[Narrator] Next, we will take a look at the reservation process. The reservation process consists of eight steps that should be completed, in order, for each reservation. We will start by taking a look at the first four steps.</p>	<p>This is the home slide for a branching to four slides, one for each diamond shape shown on the screen. The shapes will act as custom buttons. When the learner clicks each one, they will jump to the corresponding slide.</p> <p>Step 1–Jumps to 1.10 Step 2–Jumps to 1.11 Step 3–Jumps to 1.12 Step 4–Jumps to 1.13</p> <p>The Next button in the player will be hidden from the learner until all four diamond shapes are selected and therefore all four branching slides are visited. The learner will be returned to this home slide after visiting each slide linked to each of the four diamond shapes.</p> <p>The diamond shapes will have visited states so when the learner returns to this home slide, it is clear which rectangle they have already</p>

			<p>viewed.</p> <p>Text beside each numbered step will fly in timed with VO.</p> <p>The four rectangles are restricted to the learner until the Narrator VO ends. Once the buttons are released, the learner will be able to click on them in any order.</p> <p>Once the learner views the four slides that branch from this one, the Next button will be displayed.</p> <p>The Next button will jump to slide 1.14 (KC) once all the diamond shaped (steps) have been visited.</p>
Notes:			

Slide: 1.9 / Menu Title: Steps 5 - 8 of Reservation Process			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top/bottom border with title and logo appearing in top border	[Slide Title] Steps 5 - 8 of Reservation Process	Next, we will focus on steps 5 through 8. Click each number to learn more	This is another home slide for a branching to four slides, one for each

<p>Diamond shaped text boxes with steps 5 thru 8 appear centered and vertically stacked on the slide.</p> <p>Text describing each step is located beside each number.</p>	<p>[Directions] Click each number to learn more.</p>	<p>about the last 4 steps.</p>	<p>diamond shape shown on the screen. The shapes will act as custom buttons. When the learner clicks each one, they will jump to the corresponding slide.</p> <p>Step 5–Jumps to 1.15 Step 6–Jumps to 1.16 Step 7–Jumps to 1.17 Step 8–Jumps to 1.18</p> <p>The Next button in the player will be hidden from the learner until all four diamond shapes are selected and therefore all four branching slides are visited. The learner will be returned to this home slide after visiting each slide linked to each of the four diamond shapes.</p> <p>The diamond shapes will have visited states so when the learner returns to this home slide, it is clear which rectangle they have already viewed.</p> <p>The four rectangles are restricted to the learner until the Narrator VO ends. Once the buttons are released, the learner will be</p>
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			<p>able to click on them in any order.</p> <p>Once the learner views the four slides that branch from this one, the Next button will be displayed.</p> <p>The Next button will jump to slide 1.19 (summary) once all the diamond shaped (steps) have been visited.</p>
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Notes:

Slide: 1.10 / Menu Title: Step 1 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A text box will appear on the left side of slide with directions</p> <p>A photo of a reservation board yearly calendar will appear on the right side of slide</p>	<p>[Slide Title] Step 1: Check reservation board</p> <p>[Button] Return</p>	<p>[Narrator] Step 1 is to carefully check the reservation board for availability for the customer's desired dates. If their preferred dates are not available, it is important to work with the customer to find other suitable dates. Once dates are selected, write the customer's last name in the corresponding date boxes. Click the return button to</p>	<p>The textbox on left side of screen, the arrow shape, and the photo on right side of screen will float in timed with the VO.</p> <p>The Next button is hidden on this slide. Learner will use the Return button to return to the menu on slide 1.8.</p>

<p>An arrow will point from the text box to the photo</p> <p>A return button will appear in the bottom right corner of the slide</p>		go back to the menu.	
Notes:			

Slide: 1.11 / Menu Title: Step 2 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A screenshot of the QuickFile customer information will fill most of the screen. The screenshot will contain six markers with text that corresponds to each of the identified spots.</p> <p>The right side of the slide</p>	<p>[Slide Title] Step 2: Collect Customer Information and Create QuickFile Account</p> <p>Customer information marker: Enter all customer information, including name, address, phone number, and email address. It is crucial to enter information accurately and completely.</p> <p>Billing address marker:</p>	<p>[Narrator] Step 2 is to collect customer information and create an account using the QuickFile software. Hover over the red markers to see details of the information that needs to be entered to create a customer QuickFile account. Remember, it is critical that all information on the QuickFile account is entered accurately and completely. After viewing the information at each</p>	<p>The screenshot, arrow, textbox, and return button will fade in with VO.</p> <p>Markers will appear on the following spots: Customer Information Billing address Notes Dates Payments and Billing Returning Customer</p> <p>The Next button is hidden on this slide. Learner will use the Return button to return to the menu on slide</p>

<p>will contain a small text box listing the directions.</p> <p>Below the text box will be a return button.</p>	<p>Enter the billing address, if different from the address entered in customer information. If the same, click the “sync” button and the billing address will automatically populate.</p> <p>Notes marker: Enter rental type and rental code on the Notes tab.</p> <p>Dates marker: Enter check-in and check-out dates on the Dates tab. Make sure dates are accurate.</p> <p>Payments and Billing marker: Enter credit card information on the Payment and Billing tab. Make sure information is accurate and complete.</p> <p>Returning Customer marker: If customer is a returning customer, click this box and enter name. Information will automatically populate.</p>	<p>marker, click the return button to go back to the menu.</p>	<p>1.8.</p>
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	[Button] Return		
Notes:			

Slide: 1.12 / Menu Title: Step 3 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>Most of the slide will be filled with an accordion interaction. The accordion will be made up of three vertical tabs. Each tab will be approximately ½ inches wide. The first tab will be labeled “Sync;” the second tab will be labeled “Boat Rental Info;” and the third tab will be labeled “Campsite Rental Info.” A pentagon pointing to the</p>	<p>[Slide Title] Step 3: Sync QuickFile to Marina Master</p> <p>The markers will read as follows when the learner hovers over them:</p> <p>Customer information marker: Enter all customer information, including name, address, phone number, and email address. It is crucial to enter information accurately and completely.</p> <p>Billing address marker:</p>	<p>[Narrator] Step 3 is to sync the QuickFile account to Marina Master.</p> <p>Click each tab to the left to learn more about step 3. Once each tab has been viewed, click the return button to go back to the menu.</p>	<p>The Next button will be hidden on this slide until all three tabs of the interaction have been visited.</p> <p>The direction text will fade in timed with the VO reference.</p> <p>The learner will click on each of the three tabs and an accordion will open and show the corresponding layer. Each layer will show the accordion in the open position and have content related to the tab title.</p> <p>The tabs will have visited states so the learner can see</p>

<p>left filled with a color from the color palette will be centered on the photograph and will contain directions for the interaction.</p> <p>The background of the right side of the accordion will be a lake-related photo.</p> <p>A return button will be in the bottom right corner.</p>	<p>Enter the billing address, if different from the address entered in customer information. If the same, click the “sync” button and the billing address will automatically populate.</p> <p>Notes marker: Enter rental type and rental code on the Notes tab.</p> <p>Dates marker: Enter check-in and check-out dates on the Dates tab. Make sure dates are accurate.</p> <p>Payments and Billing marker: Enter credit card information on the Payment and Billing tab. Make sure information is accurate and complete.</p> <p>Returning Customer marker: If customer is a returning customer, click this box and enter name. Information will automatically populate.</p>		<p>when they have been visited. The tabs are restricted to the learner until the VO ends. Once released, the learner will be able to click on them in any order.</p> <p>Once all three tabs are viewed, the learner will use the Return button to return to the menu on slide 1.8.</p>
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	[Button] Return		
Notes:			

Slide: 1.12a / Menu Title: Step 2 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A screenshot of the Marina Master customer screen will appear to the right of the first tab (Sync). A marker will appear on the yellow "Sync with QuickFile" button for the learner to click to see more info.</p> <p>The left side of the tab will contain the first tab and the right side of the slide will contain the other two tabs.</p>	<p>[Slide Title] Step 3: Sync QuickFile to Marina Master</p> <p>The marker will read as follows when the learner hovers over it: "Click the "Sync with QuickFile" button to import customer information into Marina Master."</p> <p>[Button] Return</p>	<p>[Narrator] Hover over the red marker for information about completing step 3. Once the yellow Sync with QuickFile button is selected, the customer info will be automatically imported into Marina Master.</p>	<p>The screenshot of the Marina Master customer service screen with a marker will appear once the learner clicks the Sync tab.</p> <p>The learner will be instructed through the VO to hover over the yellow Sync with QuickFile button near the bottom right of the screenshot.</p> <p>The Return button will be restricted until the VO ends.</p>

A return button will be in the bottom right corner.			
Notes:			

Slide: 1.12b/ Menu Title: Step 2 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A screenshot of the Marina Master rental screen will appear to the right of the first two tabs (Sync and Boat Rentals Info). A marker will appear on the Boat/Slip tab for the learner to click to learn more.</p> <p>The left side of the tab will contain the first and second tab and the right side of the</p>	<p>[Slide Title] Step 3: Sync QuickFile to Marina Master</p> <p>The marker will read as follows when the learner hovers over it: "If a pontoon boat rental, enter the boat rental code in the Boat/Slip tab. The remaining information will automatically populate once the rental code is entered."</p> <p>[Button] Return</p>	<p>[Narrator] When completing a boat rental, click on the Boat/Slip tab. Hover over the red marker for information about completing a boat rental.</p>	<p>The screenshot of the Marina Master rental screen with a marker will appear once the learner clicks the Boat Rental Info tab.</p> <p>The learner will be instructed through the VO to hover over the marker to see more info about entering the boat rental.</p> <p>The Return button will be restricted until the VO ends.</p>

<p>slide will contain the other tab.</p> <p>A return button will be in the bottom right corner.</p>			
Notes:			

Slide: 1.12c / Menu Title: Step 2 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A screenshot of the Marina Master rental screen will appear to the right of the first two tabs (Sync and Boat Rentals Info). A marker will appear on the Campsite tab for the learner to click to learn more.</p> <p>The left side of the tab will contain all three tabs.</p>	<p>[Slide Title] Step 3: Sync QuickFile to Marina Master</p> <p>The marker will read as follows when the learner hovers over it: "If a pontoon boat rental, enter the boat rental code in the Boat/Slip tab. The remaining information will automatically populate once the rental code is entered."</p> <p>[Button] Return</p>	<p>[Narrator] When completing a campsite rental, click on the Campsite tab. Hover over the red marker below for information about completing a campsite rental.</p>	<p>The screenshot of the Marina Master rental screen with a marker will appear once the learner clicks the Campsite Rental Info tab.</p> <p>The learner will be instructed through the VO to hover over the marker to see more info about entering the campsite rental.</p> <p>The Return button will be restricted until the VO ends.</p>

A return button will be in the bottom right corner.			
Notes:			

Slide: 1.13 / Menu Title: Step 4 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>A copy of the Marina @ Selena invoice will appear on the left side of the screen. A lake-related photo will appear as the background on the right side of the screen set to 60% transparency. Four left facing pentagons will appear on the photo and will contain the information about parts of the invoice to be filled out.</p> <p>A return button will be in</p>	<p>[Slide Title] Step 4: Create invoice in Marina Master</p> <p>Pentagon 1: Click the “Create Invoice” button in Marina Master to generate an invoice similar to this one. Customer info, invoice number, and date will automatically populate.</p> <p>Pentagon 2: Reservation clerk will enter name and ID# in appropriate boxes.</p>	<p>[Narrator] The fourth step is to create an invoice in the Marina Master software. First, click the create invoice button to generate an invoice. The customer info, invoice number, and date will automatically populate. Second, enter the name and ID number in the appropriate boxes. Next, use the dropdown boxes to select the quantity and description. The unit price and totals will automatically populate. Finally, enter the check-in and check-out dates on the</p>	<p>The invoice and background will appear on the slide. The pentagons will fly in timed with the VO.</p> <p>The Return button will be restricted until the VO ends.</p>

the bottom right corner.	<p>Pentagon 3: Use the dropdown boxes to select the Quantity and Description. The Unit Price and Totals will automatically populate.</p> <p>Pentagon 4: Enter the check-in and check-out dates on the line directly below the Description and click Save.</p> <p>[Button] Return</p>	line directly below the description and click save. This completes step 4. Click the return button to go back to the menu.	
Notes:			

Slide: 1.14 / Menu Title: Knowledge Check			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Marin avatar will appear on the right gesturing to the left where the question and answer choices will appear.</p>	<p>[Slide Title] Knowledge Check</p> <p>Prompt: Drag and drop Steps 1 – 4 of the reservation process and place them in the correct order. Click the</p>	<p>[Narrator] Let's review the first 4 steps of the reservation process. Drag and drop the steps and place them in the correct order. Click the submit button to check your answers.</p>	<p>All parts of this slide will appear once the learner reaches the slide.</p> <p>Once the learner submits the correct answer, the slide will jump to slide 1.9.</p>

<p>A customizable drag-and-drop will be created on the left side of the screen to check the learner's understanding of the first four steps.</p>	<p>Submit button to check your answers.</p> <p>Answer choices:</p> <ol style="list-style-type: none"> 1. Check reservation board 2. Collect customer information and create QuickFile account 3. Sync QuickFile to Marina Master 4. Create invoice in Marina Master <p>(Correct order.)</p> <p>[Button] Return</p>		
<p>Notes:</p>			

Slide: 1.15 / Menu Title: Step 5 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background will be of a marina and will be set to 60% transparency.</p>	<p>[Slide Title] Step 5: Collect Credit Card Information and Process Payment</p> <p>[Directions]</p>	<p>[Narrator] In step 5, customer credit card information will be collected and the payment will be processed. Click each button to learn more</p>	<p>When the slide opens, the photo at right and the types of credit cards accepted will be visible.</p> <p>The directions and the two buttons will fade in with VO.</p>

<p>Two pentagon shaped buttons will appear on the left side of the slide below the directions and will point to the right. One will be labeled Collect Information and the other Process Payment.</p> <p>The right side will be a photo of a credit card with a text box below it stating the types of cards that are accepted at Marina @ Selena.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>Click each button below to learn more about Step 5.</p> <p>Collect Information button; Process Payment button</p> <p>Cards accepted: VISA, Mastercard, American Express, and Discover</p> <p>[Button] Return</p>	<p>about step 5.</p> <p>Click return to go back to the menu.</p>	<p>The Return button will not appear until both buttons have been viewed.</p> <p>The Return button will take the learner to slide 1.9.</p>
Notes:			

Slide: 1.15a / Menu Title: Step 5 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top/bottom border with title and logo appearing in top border	[Slide Title] Step 5: Collect Credit Card Information and Process	[Narrator] Credit card information to be collected includes:	When the slide opens, the photo on right and the types of credit cards

<p>The background will be of a marina and will be set to 60% transparency.</p> <p>The same pentagon that appears on base layer that says Collect Information will appear directly beneath the top border on the left side of slide.</p> <p>Below the pentagon will be four text boxes listing the pieces of credit card information that will be needed to process payment. Each of these will have a checkmark icon preceding the text.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>Payment</p> <p>Collect Information</p> <p>Name as it appears on credit card, Credit card number, Expiration date, and 3-digit security code from back of card.</p> <p>[Button] Return</p>	<p>Name as it appears on credit card, Credit card number, Expiration date, and 3-digit security code from back of card. Click return to go back to the menu.</p>	<p>accepted will be visible from the base layer.</p> <p>The pentagon and the text boxes on the left will float in timed with the VO.</p> <p>The Return button will take the learner back to the base layer of slide 1.15.</p>
<p>Notes:</p>			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>The background will be of a marina and will be set to 60% transparency.</p> <p>The same pentagon that appears on base layer that says Collect Information will appear directly beneath the top border on the left side of slide.</p> <p>Below the pentagon will be four text boxes listing the pieces of credit card information that will be needed to process payment. Each of these will have a checkmark icon preceding the text.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>[Slide Title] Step 5: Collect Credit Card Information and Process Payment</p> <p>Process Payment</p> <p>The credit card information will be entered on the Marina Master payment tab, and processed on the credit card machine.</p> <p>Two copies of the receipt will be printed. One will be placed underneath the cash till and one receipt will be held until the reservation card is completed in step 7.</p> <p>[Button] Return</p>	<p>[Narrator] Once credit card information is collected, the next step is to process the payment.</p> <p>The credit card information will be entered on the Marina Master payment tab, and processed on the credit card machine.</p> <p>Two copies of the receipt will be printed. One will be placed underneath the cash till and one receipt will be held until the reservation card is completed in step 7.</p> <p>Click return to go back to the menu.</p>	<p>When the slide opens, the photo on right and the types of credit cards accepted will be visible.</p> <p>The pentagon and the text boxes on the left will float in timed with the VO.</p> <p>The Return will take the learner back to the base layer of slide 1.15.</p>

Notes:

Slide: 1.16 / Menu Title: Step 6 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lightened palette color</p> <p>A text box will appear on the left side of the slide with the slide text within. A yellow button with the text "paid in full" will appear at the bottom of the text box.</p> <p>The right side of the slide will contain a photo of a "Paid" stamp.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>[Slide Title] Step 6: Mark Invoice as "Paid" in Marina Master</p> <p>Only after credit card is processed successfully should invoice be marked as "Paid" in Marina Master.</p> <p>To mark as paid, click the "Paid in Full" button in the bottom right corner of the Marina Master invoice page.</p> <p>"Paid in Full"</p> <p>[Button] Return</p>	<p>[Narrator] Step 6 is an important step in the reservation process where clerks will mark the invoice as "Paid" in Marina Master.</p> <p>This step should be completed ONLY AFTER THE CREDIT CARD PAYMENT IS PROCESSED SUCCESSFULLY!</p> <p>To mark as paid, clerks will click the "Paid in Full" button in the bottom right corner of the Marina Master invoice page.</p> <p>Click return to go back to the menu.</p>	<p>The paid photo will fade in when the slide timeline begins. It will zoom in when the VO refers to the customer invoice being paid.</p> <p>The text box on the left will fade in by paragraphs, including the paid in full button, timed with the VO.</p> <p>The Return button will appear at the bottom right of the slide and will be restricted until the VO ends.</p> <p>The Return button will take the learner back to slide 1.9.</p>
Notes:			

Slide: 1.17 / Menu Title: Step 7 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be an aerial view photo of a marina set to 60% transparency.</p> <p>Three text boxes will appear on the left side of the slide giving the steps to be taken for filling out the reservation card.</p> <p>A photo of the reservation card will appear on the right side of the slide.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>[Slide Title] Step 7: Complete and File Reservation Card</p> <p>Completely and accurately fill out the reservation card.</p> <p>Staple the 2nd credit card receipt to back of reservation card.</p> <p>File card in designated filing cabinet to be pulled when customer checks in.</p> <p>[Button] Return</p>	<p>[Narrator] In step 7, the customer reservation card will be completed and filed. The reservation card should be filled out completely and accurately. The second credit card receipt should be stapled to the back of the reservation card. And finally, the reservation card should be filed in the designated filing cabinet to be pulled when the customer checks in.</p> <p>Click return to go back to the menu.</p>	<p>The photo of the reservation card will fade in on the right side of the slide.</p> <p>The three text boxes on the left will fade in timed with the VO.</p> <p>The Return button will be restricted until the VO ends and will take the learner back to slide 1.9.</p>
Notes:			

Slide: 1.18 / Menu Title: Step 8 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a photo of a campfire set to 60% transparency.</p> <p>Four text boxes will appear spaced vertically even from top to bottom of slide and their width will span from side-to-side of the slide horizontally. The text boxes will be set to 20% transparency so the background photo faintly appears through them.</p> <p>A return button will appear in the bottom right corner of the slide.</p>	<p>[Slide Title] Step 8: Confirm All Dates and Email Confirmation</p> <p>Double-check the name and dates on reservation board.</p> <p>Confirm all dates on QuickFile and Marina Master.</p> <p>Email confirmation to the customer.</p> <p>Reservation is complete!</p> <p>[Button] Return</p>	<p>[Narrator] The last step, step 8, is to confirm all dates and email confirmation to the customer.</p> <p>Clerks should: double-check the name and dates on reservation board.</p> <p>Confirm all dates on QuickFile and Marina Master.</p> <p>And finally, email confirmation to the customer.</p> <p>The reservation is now complete!</p> <p>Click return to go back to the menu.</p>	<p>The slide will open with the background photo showing. The four text boxes will float in timed with VO.</p> <p>The Return button will be restricted until the VO ends and will take the learner back to slide 1.9.</p>
Notes:			

Slide: 1.19 / Menu Title: Summary			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a lake related photo set to 60% transparency.</p> <p>A text box will appear on the left and a text box will appear on the right. The left text box will contain text to re-introduce the learning objectives. The right text box will contain the learning objectives preceded by a checkmark icon. These boxes should contrast each other.</p>	<p>[Slide Title] Summary</p> <p>Now that you have completed this course, you are able to:</p> <p>Bullet 1: Correctly answer a phone call at Marina @ Selena.</p> <p>Bullet 2: Use appropriate questioning to assess customer needs.</p> <p>Bullet 3: Accurately complete a customer reservation.</p>	<p>[Narrator] Now that you have completed this course, you are able to:</p> <p>Correctly answer a phone call at Marina @ Selena, Use appropriate questioning to assess customer needs, and accurately complete a customer reservation. Click the next button to continue.</p>	<p>The slide will open with the background photo showing and the left text box will appear timed with the VO.</p> <p>The right text box will appear by paragraph and will also be timed with the VO.</p> <p>The Next button of the player will appear once the VO ends on the slide and will take the learner to slide 1.21 (quiz question 1).</p>
Notes:			

Slide: 1.20 / Menu Title: Final Quiz (all assessment slide titles should be hidden from the menu, including this slide)			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>All five assessment question slides will have the same layout and formatting.</p> <p>The quiz slides do not have the standard top/bottom border. Instead, approximately $\frac{1}{3}$ of the slide is filled with a solid color from the palette and will have text centered horizontally and vertically listing the question number and the marina logo centered toward the bottom.</p> <p>The question text appears on the top $\frac{2}{3}$ right of the slide larger than the answer options, which will be displayed directly below the question.</p> <p>Each of the quiz slides has a background photo of water that is set to 60% transparency.</p> <p>This slide (1.20) will contain four text boxes on the right side indicating the minimum requirements for completing the quiz and will include a Begin Quiz button.</p>	<p>[Slide Title] Final Quiz</p> <p>5 questions</p> <p>80% to pass</p> <p>Retake as needed</p> <p>Begin Quiz</p>	<p>[Narrator] You have reached the end of the course. It is now time to test your knowledge with a quiz. There are 5 questions. You will need to receive an 80% or better to pass and complete the course. You may retake the quiz as needed. Click the Begin Quiz button below to start the quiz.</p>	<p>The four text boxes on the right of this slide will float in and will be timed with the VO.</p> <p>The Begin Quiz button will be restricted on this slide until the VO ends.</p> <p>When the learner clicks the Begin Quiz button, advance to slide 1.21 (question 1).</p> <p>Global Comments for Quiz Slides: Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to Retake the entire quiz at the end if they do not pass.</p> <p>Results slide 1.26; graded quiz slide – multiple choice.</p> <p>When learner clicks Submit, submit multiple choice and advance to next slide.</p> <p>The learner should not get immediate feedback with Correct or Incorrect</p>
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			<p>feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the results slide.</p> <p>If they do not pass, they can come back and review the quiz.</p>
Notes:			

Slide: 1.21 / Menu Title: Question 1 (hidden from menu)			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25</p>	<p>[Slide Title] Question 1 Which of the following scenarios best exemplifies how Dorian, a reservation clerk at Marina @ Selena, should answer and greet a prospective customer by phone?</p> <p>A. Dorian answers the phone with a smile after the first ring and energetically states, "Thank you for calling</p>	<p>[Narrator] Which of the following scenarios best exemplifies how Dorian, a reservation clerk at Marina @ Selena, should answer and greet a prospective customer by phone?</p>	<p>Same settings for Slides 1.17, 1.18, 1.19, 1.20, 1.21</p>

	<p>Marina @ Selena. This is Dorian. How may I help you?" (Correct Answer)</p> <p>B. Dorian answers the phone with a smile after the fourth ring and states, "This is Dorian. How may I help you?"</p> <p>C. Dorian answers the phone after the fifth ring and states, "Marina @ Selena. Please hold."</p> <p>D. Dorian answers the phone after if has rang several times and states, "Marina @ Selena. What can I do for you?"</p>		
Notes:			

Slide: 1.22/ Menu Title: Question 2 (hidden from menu)			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25	<p>[Slide Title]</p> <p>Question 2</p> <p>Dorian is speaking with a customer interested in a pontoon boat rental for July 4 and 5. The customer states that she needs to accommodate 6 adults, 2 children, and 2 dogs. Which</p>	<p>[Narrator]</p> <p>Dorian is speaking with a customer interested in a pontoon boat rental for July 4 and 5. The customer states that she needs to accommodate 6 adults, 2 children, and 2 dogs. Which questions should Dorian</p>	Same settings for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25

	<p>questions should Dorian ask to best assist the customer with making the best choice for her boat rental? Select all that apply.</p> <p>A. What color of boat would you like to rent?</p> <p>B. Do you plan on visiting other marinas during your visit?</p> <p>C. What price range are you looking to stay within? (Correct Answer)</p> <p>D. Are you looking for a certain horsepower (speed)? (Correct Answer)</p> <p>E. What features are you looking for? (Correct Answer)</p>	ask to best assist the customer with making the best choice for her boat rental? Select all that apply.	
Notes:			

Slide: 1.23 / Menu Title: Question 3 (hidden from menu)			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25	[Slide Title] Question 3 Dorian is speaking with a	[Narrator] Dorian is speaking with a customer interested in a	Same settings for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25

	<p>customer interested in a campsite rental for the entire month of June. The customer states that he has a large RV (recreational vehicle) with 3 slide-outs. Which questions should Dorian ask to best assist the customer with making the best choice for his stay in the campground? Select all that apply.</p> <p>A. Do you need a 30 amp or a 50 amp hookup? (Correct answer.)</p> <p>B. What is the overall length of your RV? (Correct answer.)</p> <p>C. Do you need to increase the amount of insurance coverage on your RV for your stay?</p> <p>D. Do you prefer to be closer to the lake, woods, or playground? (Correct answer.)</p> <p>E. Do you prefer a pull-through or a back-in site? (Correct answer.)</p> <p>F. Will you be visiting any relatives during your stay?</p>	<p>campsite rental for the entire month of June. The customer states that he has a large RV (recreational vehicle) with 3 slide-outs. Which questions should Dorian ask to best assist the customer with making the best choice for his stay in the campground? Select all that apply.</p>	
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Notes:

Slide: 1.24 / Menu Title: Question 4 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25	<p>[Slide Title] Question 4 Dorian has assisted a customer in deciding on a pontoon boat rental. Dorian is now ready to enter the reservation in the computer, process payment, and finalize the reservation. Use the dropdown arrows to put the first four steps of the reservation process Dorian needs to follow in the correct order.</p> <p>Correct order:</p> <ol style="list-style-type: none">1. Check reservation board for availability.2. Collect customer information and create QuickFile account.3. Sync QuickFile to Marina Master.4. Create invoice in Marina Master.	<p>[Narrator] Dorian has assisted a customer in deciding on a pontoon boat rental. Dorian is now ready to enter the reservation in the computer, process payment, and finalize the reservation. Use the dropdown arrows to put the first four steps of the reservation process Dorian needs to follow in the correct order.</p>	Same settings for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25

Notes:

Slide: 1.25 / Menu Title: Question 5 (hidden from menu)			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25	<p>[Slide Title] Question 5</p> <p>Dorian has assisted a customer in deciding on a pontoon boat rental. Dorian is now ready to enter the reservation in the computer, process payment, and finalize the reservation. Use the dropdown arrows to put the last four steps of the reservation process Dorian needs to follow in the correct order.</p> <p>Correct order:</p> <ol style="list-style-type: none">1. Collect credit card information and process payment.2. Mark invoice as paid in Marina Master.3. Complete and file reservation card.4. Confirm all dates and email confirmation.	<p>[Narrator]</p> <p>Dorian has assisted a customer in deciding on a pontoon boat rental. Dorian is now ready to enter the reservation in the computer, process payment, and finalize the reservation. Use the dropdown arrows to put the last four steps of the reservation process Dorian needs to follow in the correct order.</p>	Same settings for Slides 1.20, 1.21, 1.22, 1.23, 1.24, 1.25

Notes:

Slide: 1.26 / Menu Title: Results (hidden from menu)			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p> <p>Background of the slide will be a photo of water set to 60% transparency</p>	<p>[Slide Title] Results</p> <p>Your Score: XX% Passing Score: 80%</p>	<p>[Narrator] (No audio on this layer.)</p>	<p>Use a Result slide to show Success layer 1.26a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show Failure layer 1.26b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible from Success or Failure slide layers.</p>
Notes:			

Slide: 1.26a / Menu Title: Results (hidden from menu)			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top/bottom border with title and logo appearing in top border</p>	<p>[Slide Title] Nice job, you passed!</p> <p>Your Score</p>	<p>[Narrator] Nice job, you passed! Click the review quiz button if you would like to review</p>	<p>The Review Quiz button: shows correct/incorrect response when reviewing.</p>

<p>Background of the slide will be a photo of water set to 60% transparency</p> <p>A green checkmark icon will appear near the top center of the slide.</p> <p>The avatar for Marin will appear with an excited expression near the bottom left of the slide. The avatar will only show from mid-thigh up.</p> <p>The default “Your Score” and “Your Points” boxes will show in the center of the screen centered horizontally and vertically. Underneath these boxes will be buttons for Review Quiz and Continue.</p>	<p>Your Points</p> <p>Review Quiz button</p> <p>Continue button</p>	<p>your quiz.</p> <p>Click the continue button to move to the conclusion of the course.</p>	<p>The Continue button: jumps to slide 1.27.</p>
Notes:			

Slide: 1.26b / Menu Title: Results (hidden from menu)			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top/bottom border with	[Slide Title]	[Narrator]	The Review Quiz button:

<p>title and logo appearing in top border</p> <p>Background of the slide will be a photo of water set to 60% transparency</p> <p>A red X icon will appear near the top center of the slide.</p> <p>The default “Your Score” and “Your Points” boxes will show in the center of the screen centered horizontally and vertically. Underneath these boxes will be buttons for Review Quiz and Retry Quiz..</p>	<p>Sorry, you didn’t pass.</p> <p>Your Score</p> <p>Your Points</p> <p>Review Quiz button</p> <p>Retry Quiz button</p>	<p>Sorry, you didn't pass. Click the review quiz button to review your answers. When you are ready to try again, click the retry quiz button.</p>	<p>shows correct/incorrect response when reviewing.</p> <p>The Retry Quiz button: resets results slide and jumps to Slide 1.20.</p>
Notes:			

Slide: 1.27 / Menu Title: Congratulations			LO: na
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background will be a photo of a lake scene set to 60% transparency.	<p>[Slide Title]</p> <p>Congratulations!</p> <p>You have completed the</p>	<p>[Narrator]</p> <p>Congratulations! You have completed the reservation clerk training for Marina @</p>	The two text boxes will fly in by paragraph timed with VO.

<p>Two text boxes will appear horizontally centered on the page, one below the other. The top text box will be larger and will contain the congratulatory message for completing the course.</p> <p>The bottom text box will show information about the restart button and the end button.</p> <p>A Restart button and an End button will appear horizontally centered near the bottom of the slide.</p>	<p>reservation clerk training for Marina @ Selena.</p> <p>To restart the course, click the Restart button below.</p> <p>To end the course, click the End button below.</p>	<p>Selena!</p> <p>To restart the course, click the Restart button below.</p> <p>To end the course, click the End button.</p>	<p>The restart and end buttons will fly in timed with VO.</p> <p>The restart button will move the learner to slide 1.1. The end button will exit the course.</p> <p>The Next button will be hidden on this slide.</p>
<p>Notes:</p>			