**Target Audience:** Management employees who directly and frequently encounter residents at Home Apartments.

**Learning Objectives:**

1. Identify key steps in the move-out process.
2. Sequence the move-out process.

**Seat Time:** 2 minutes is the seat time for this video as learners need to debrief after to identify things that were done incorrectly in the scenario.

**Outline:**

* Scenario Opens in the office.
* Resident (Abbey) brings a 30 days move-out notice to the apartment office without key information.
* Management employee (Blair) gives Abbey information to help the move-out process.
* Fast-forward to Abbey looking through the information as she packs.
* Fast-forward to inspection time: Abbey is prepared and drops off the keys.
* Fast-forward to Abbey in her new place opening mail with her security deposit. She is happy with the move-out process and will recommend Home Apartments to friends.
* Guide avatar is happy for Abbey, asks learners what went differently, and leads to Summary.

**Characters:**

Abbey

Blair

Guide Avatar

**Color Palette: **

**Universal Notes:**

• Each table in this storyboard represents one scene.

• The character speaking will be indicated in the audio/script column as [character].

• Audio will be lip synched with character speaking.

• Font throughout is either **Calibri Bold** or Calibri Regular

| 1. Title Scene | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Guide Avatar]  Move-Out Procedures: When Things Go Wrong | * Text is timed to audio. * Fades to next scene * Character is animated to motion to the title banner |  |

| 1. Introductory Scene | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Guide Avatar] Here we are in the Home Apartments office again. Now let’s see what happens differently because management employees follow move-out procedures carefully. | * Scene opens in the office * Blair, looking bored, sits at his desk. |  |

| 1. Move-Out Notice | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] Hi. I’m bringing my move-out notice. I got a job in another town.  [Blair] We are sad to see you go, Abbey. Let me look at your lease and get a letter prepared.  *B date stamps the notice.*  [Blair] The date on your lease notes you have 30 days from the time of this letter. Could you sign the lease here please?  *A signs the lease.*  [Blair] Thanks. Here is a list of damage and cleanup charges. I don’t see any outstanding charges or fees on your account, so you don’t have to worry about that before moving out. Once the keys are returned, I will make a note the apartment is vacated. | * Abbey walks in with a notice in hand. * Once Abbey hands over the notice, the scene zooms in to Abbey’s notice * Necessary information left out is highlighted. |  |

| 1. Move-Out Letter | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] Thanks for the reminders! I'll make sure I'm packed up to move to my new place in 30 days and turn in the keys before I go. This list of clean up charges will really help as I pack up.  [Blair] One more thing. I need your forwarding address where we can send your security deposit refund following the move-out inspection.  [Abbey] Oh, you'll definitely need my forwarding address. My new address is…  [Blair] I’ll keep this in your file. We appreciate you, Abbey! I’ll see you for those keys on your move-out date in 30 days. | * Scene transitions back to show the office. * Abbey looks unsure about things and leaves after Blair speaks. |  |

| 1. Packing Up | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] There is so much to do in a move. I wonder if there's anything about how to leave the apartment when I move. | * Scene transitions back to show the office. * Abbey looks unsure about things and leaves after Blair speaks. |  |

| 1. Move-Out Inspection | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | *A enters office with keys*  [Blair] Hi Abbey. I was about to call you to check in with how the move was going.  [Abbey] Perfect timing! The moving truck is packed. Here are the keys. Thanks for all your guidance, Blair.  [Blair] My pleasure! You’ve been a wonderful resident, and I wish you a smooth move. | * Graphic to denote time passing. * Scene transitions to apartment complex and Apartment B’s door. * Blair knocks at the door. * Abbey opens the door and looks confused. * There are many packed boxes viewable from the open door. |  |

| 1. After the Move | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] The refund on my security deposit came faster than I expected! This move was great! The process was seamless! If my friends move into that area, I'll definitely recommend Home Apartments. | * Graphic to denote time passing. * Scene transitions to Abbey’s new apartment. * Abbey looks frustrated. * Abbey picks up the phone after she speaks. |  |

| 1. Guide to Summary | | | |
| --- | --- | --- | --- |
| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Guide Avatar] The situation is much improved for Abbey in this move-out process. Did you notice how Blair followed procedures? In the final part of this training, we will review and summarize the learning objectives to reflect how we've grown as a team through this training. | * Background recolored to muted to show scene end, but Guide Avatar takes center. * Guide Avatar fully addresses learners by breaking the fourth-wall. |  |