**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) does not ask for the missing information and does not give Abbey any further documents to help with the move-out process.
* Fast-forward to inspection time: Blair surprises Abbey by coming to the apartment for an inspection. She was unaware of an inspection.
* Fast-forward to Abbey in her new place waiting on her security deposit. Since she did not give a new address, she is upset and calls Blair to find out about the refund.
* Guide avatar empathizes with resident Abbey, asks learners what went wrong, and leads to Learning Objectives.

**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
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| 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
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| 1. Introductory Scene
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| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Guide Avatar] Here we are in the Home Apartments office. Let’s see what happens if management employees do not follow move-out procedures carefully. | * Scene opens in the office
* Blair, looking bored, sits at his desk.
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| 1. Move-Out Notice
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| 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] Okay. Looks good. | * 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.
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| 1. Move-Out Letter
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| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] Uh, great. Do I need anything else?[Blair] Nope. You’re good. | * Scene transitions back to show the office.
* Abbey looks unsure about things and leaves after Blair speaks.
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| 1. Move-Out Inspection
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| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Blair] Hey. Time for the move-out inspection.[Abbey] The what?[Blair] Oh, uh, I guess I forgot to tell you about it. There’s always a move-out inspection. It looks really messy here.[Abbey] I’m still packing, but go ahead. | * 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.
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| 1. After the Move
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| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Abbey] The refund on my security deposit should’ve been here by now. This move was more stressful than ever. I know that inspection came when I wasn’t prepared, but I cleaned the apartment and left it undamaged. I’m going to call Blair at the old apartment complex to ask where my security deposit is. | * Graphic to denote time passing.
* Scene transitions to Abbey’s new apartment.
* Abbey looks frustrated.
* Abbey picks up the phone after she speaks.
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| 1. Guide to Learning Objectives
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| Visuals/Graphic | Script/Audio | Programming/Animation Notes | Comments |
|  | [Guide Avatar] There seems to be a lot of frustrating situations for Abbey in this move-out process. Did you see what Blair should’ve done differently? In the next part of this training, we will focus on the learning objectives, so residents like Abbey do not have an experience like this. | * Background recolored to muted to show scene end, but Guide Avatar takes center.
* Guide Avatar fully addresses learners by breaking the fourth-wall.
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