

Module Title: Customer Service Training

Target Audience:

The primary target audience is newly hired employees, current employees, or employees whose job performance could be improved by reviewing the customer service training module.

Learning Objectives:

Terminal LOs:

1. Implement optimal customer service standards
2. Determine customer's needs
3. Evaluate job performance

Enabling LOs:

1. Explain the three steps of customer service standards
2. Apply active listening while determining customer's needs
3. Reflect on job performance

Seat Time: 15-20 minute e-Learning course

Outline:

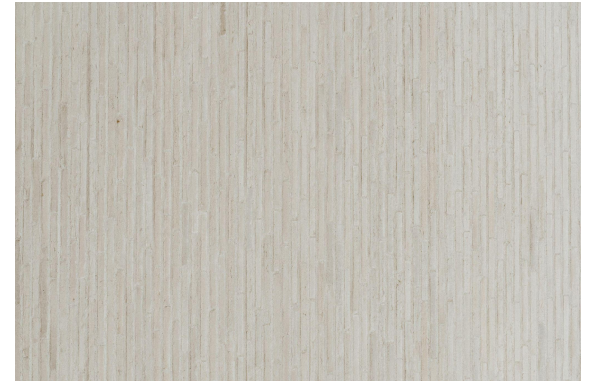
- Welcome
- Navigation
- Workplace Scenario
- Learning Objectives
- Customer Service Standards
- Knowledge Check
- Greeting Scenario: Welcome
- Determine Customer Needs
- Product Selection Practice
- Greeting Scenario: Closing
- Evaluate Job Performance Checklist
- Summary
- Assessment
- Congratulations

Font:

Raleway (body, font size:14)

Raleway (bold; heading, font size:18)

Assessment



Color Palette:**Directions:** [Notes for Reviewers]

Please review all fields. To leave feedback, please add a comment or track suggestions within the document text. Please ensure that your comments provide actionable feedback that can be implemented, aiming to ensure that the module is comprehensive and accurate.

Ex. Instead of writing, “This is confusing,” please write, “This would be clearer if it said: _____,” (and suggest language that works better).

Avatars:

- Photographic avatars
- Thomas (Store Manager)
- Kendra (Employee)
- Customer

Provided Assets:

- An asset library that contains the background images and product photos will be provided.

Global Comments:

- Slide dimensions are 16:9 ratio with slide size (1280:720)
- All slides and layers will show a custom top border using a custom color palette.
- Use Modern Player in Storyline.
- Use custom color scheme for shapes throughout (see Color Palette on storyboard cover sheet); white font on colored background / black font on white background
- Seekbar visible and controllable for learner on all slides and layers; Menu is “free” in the Player properties; option to adjust playback speed is available on all slides
- Slide numbers with letters (ex. 1.8a) indicate layers for corresponding slide number
- Text should be aligned left in captions and text boxes
- Button text should be centered

Slide: 1.1 / Menu Title: Welcome			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background Image: Light wood palette Course Title set in rectangle shape overlaying the background image. Shape should use palette colors Short video clip of a customer entering a store and an employee greeting them with no video sound. Video is centered in the middle with black background framing the video Custom Start and Navigation buttons	[Slide Title] Welcome [Buttons] NAVIGATION START	[Narration] Welcome to the customer service training module. In this module you will have an overview of customer service standards and evaluating job performance. Click on the navigation button for a navigation tutorial. Click the start button to begin this course.	The Start and Navigation buttons will fade in time with the VO reference. The Start button will jump to slide 1.3 The Navigation button will jump to the next slide (slide 1.2) The previous and next buttons are hidden on this slide.
Notes:			

Slide: 1.2 / Menu Title: Navigation			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Player shows the Menu on the left. Background image: photographic image of customer service centered on slide with rounded and soft edge border effect; white space around image Caption bubbles with labels point to player features Directions to the right of the slide title.	[Slide Title] Navigation [Directions] Use these options to navigate the course [Captions] Next Previous Volume Replay Seekbar Play/Pause	Please take a moment to review the course player so you feel comfortable navigating through the course. If you know your way around, you may proceed to the next slide. If you'd like to go backward or forward in the course, click the previous or next buttons. View the course in full screen mode by clicking here. You can adjust the course playback	Caption bubbles or Callout Shapes with text labels will fade in time with their reference in the audio. Next button jumps to the next slide 1.3

	Menu Full Screen Playback Speed	speed to slow it down or speed it up by clicking on this control option. To adjust the volume, click the volume icon. Click the replay button to see the entire slide again or adjust the seekbar at any time to review a portion of the slide. You can also pause the player. Click the same button again to resume play. You may revisit a slide by using the menu on the left. Click the next button now to begin the course.	
Notes:			

Slide: 1.3 / Menu Title: Workplace Scenario			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using palette colors consistently with all slides. Background Image: Photographic image of a craft or supply store Caption bubbles (speech bubbles) tracking the conversation between the customer and Kendra. As the customer and Kendra converse, the caption shape will remain between them. Caption bubbles palette color is the same and used consistently throughout the course. Customer avatar has 2 poses: thinking and conversing Kendra avatar has 2 poses: distracted and conversing	[Slide Title] Workplace Scenario [Customer] [1] Excuse me. [Kendra] [2] Can I help you? [Customer] [3] I am looking for wreath supplies. [Kendra] [4] Aisle 6. [Customer] [5] Thank you.	[Customer] [1] Excuse me. [Kendra] [2] Can I help you? [Customer] [3] I am looking for wreath supplies. [Kendra] [4] Aisle 6. [Customer] [5] Thank you.	The Next button will be hidden on this slide. Slide begins with the customer alone and with the thinking pose. Move Kendra along a motion path to enter the room from the right before the audio plays for the customer's first caption line. Kendra appears on the right facing the learner while distracted on a device or another form. Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO Customer's pose changes to facing Kendra before she says, "Excuse me." Kendra's pose changes from distracted to conversing after the customer gets Kendra's attention. Move Customer's avatar along a motion path to exit the room to the bottom of the slide as she walks away after the Customer says the fifth caption. When the timeline ends, slide auto advances to the next slide
Notes:			

Slide: 1.4 / Menu Title: Workplace Scenario continue [Hidden from Menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Same photographic image as slide 1.3 so appears as the same slide Caption bubbles tracking the conversation between Thomas and Kendra. As Thomas and Kendra converse, the caption shape will remain between them. Caption bubbles palette color is the same as 1.3 and used consistently throughout the course. Thomas avatar has 2 poses: confused and conversing Kendra avatar has 2 poses: conversing pose continuing from slide 1.3 and listening	[Slide Title] Workplace Scenario [Thomas] [1] Hi Kendra! The customer didn't look too happy. What happened? [2]Did you offer to assist her in locating what she is looking for? [Kendra] [3] Hi Thomas. I shared what aisle to find the supplies. [4] Did I do something wrong? [Thomas] [5] Kendra, we need to discuss your interaction with the customer. [6]Customers like to feel valued and heard when they are shopping. [7] It is important that you interact with customers in a positive manner. [8] Let's review the objectives and techniques on implementing customer service standards, [9] as well as, how to evaluate job performance to better serve customers.	[Thomas] [1] Hi Kendra! The customer didn't look too happy. What happened? [2] Did you offer to assist her in locating what she is looking for? [Kendra] [3] Hi Thomas.I shared what aisle to find the supplies. [4] Did I do something wrong? [Thomas] [5] Kendra, we need to discuss your interaction with the customer. [6] Customers like to feel valued and heard when they are shopping. [7] It is important that you interact with customers in a positive manner. [8] Let's review the objectives and techniques on implementing customer service standards, [9]as well as, how to evaluate job performance to better serve customers.	The Next button will be hidden at the beginning of this slide. Slide begins with Kendra alone in the same pose she ended on in slide 1.3 Move Thomas's avatar, confused, along a motion path to enter the room from the left before the audio plays for the first caption line. Caption bubbles track their conversation, with slide text fading in and out on timeline, timed with the VO. Kendra's avatar changes to listening when Thomas begins caption #5 Thomas's avatar changes to gesturing when he begins caption #5.. When the timeline ends, slide auto advances to the next slide.
Notes:			

Slide: 1.5 / Menu Title: Learning Objectives			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Same photographic image as slide 1.3 and 1.4 so appears as the same slide Under the title border in a rectangle box states “By the end of this module, you will be able to:”. The rectangle should use palette colors. The learning objectives will appear on the left half of the slide, to the left of both avatars, which will be facing the learning objectives. The objectives text will appear in similar styled rectangles. The rectangle should use palette colors. Thomas’s avatar has 2 poses; first pose the same as we left him on slide 1.4; then he gestures to the left as the objectives appear. Kendra’s avatar stays the same as the pose we left her on slide 1.4	[Slide Title] Learning Objectives By the end of this module, you will be able to: [Learning Objectives] [1] Implement optimal customer service standards [2] Determine customer’s needs [3] Evaluate job performance.	By the end of this module, you will be able to: Implement optimal customer service standards. Determine customers’ needs. Evaluate job performance. Click next to continue.	The Next button will be hidden at the beginning of this slide. The Next button will appear normal at the end of the timeline. Beginning of the slide, Thomas and Kendra’s avatar are the same as ending on slide 1.4 Move Thomas’s avatar along a motion path next to Kendra. Thomas’s avatar changes to gesturing to the left after he moves. Kendra’s avatar does not change. Thomas will be speaking while Kendra listens. Learning objectives text will fade in timed with the VO
Notes:			

Slide: 1.6 / Menu Title: Customer Service Standards			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Accordion Interaction Cover Rectangle in a dark palette color. Customer satisfaction image is displayed on the cover rectangle. Three rectangle tabs similar in style and shape displayed in accordion style to list the tab titles and should be in palette colors. Thomas's avatar is talking to the learner. Caption bubbles appear in time with the VO	[Slide Title] Customer Service Standards [Left Tab Title; Tab #1] Welcome Interaction [Center Tab Title, Tab #2] Assist Customers [Right Tab Title, Tab #3] Closing Interaction [Caption Bubbles] [1]How an employee greets and interacts with the customers reflects on the store's overall appearance. A positive environment increases customer's willingness to return to the store for future purchases. [2]Click on the following tabs to learn more about customer service standards. When finished, click next to continue.	How an employee greets and interacts with the customers, reflects on the store's overall appearance. A positive environment increases customer's willingness to return to the store for future purchases. Click on the following buttons to learn more about customer service standards. When finished, click next to continue.	The Next button will be restricted until all 3 of the tabs have been selected and all 3 layers have been viewed. When the learner clicks on the Next button, it will jump to Slide 1.7 Have an arrow glide in on a motion path pointing to each tab showing where learners need to click to show each layer in time with the VO. Arrow fades in and glides in time with the VO and fades out when it's pointed to all 3 tabs. Caption bubble 1 will appear with VO and fade out for caption bubble 2 to appear and stay for the rest of the timeline. Learners should open tabs in order and be restricted from opening other tabs until the timeline ends on that tab interaction. [Tab 1] Welcome Interaction [Tab 2] Assist Customers [Tab 3] Closing Interaction [Accordion Interaction] The learner will be able to click on tabs, which will open the accordion and show the corresponding slide layer. When the timeline ends on each layer, the learner will be redirected back to the base layers to select the other tabs.
Notes:			

Slide: 1.6a/ Menu Title: Welcome Interaction			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Open accordion rectangle is the same color as the tab. Kendra's avatar appears with a positive and friendly posture next to the open accordion.	[Slide Title] Welcome Interaction [Bullet Points] • Friendly Greeting • Offer assistance • Non Verbal Cues ○ Eye Contact ○ Active Listening ○ Presentable appearance ○ Positive Body Language	When customers enter a store, they want to feel welcomed and valued. When greeting customers, be kind, offer assistance and remember to implement nonverbal cues when speaking to customers. Non verbal cues include making eye contact with them. Actively listening to customer's needs. Also maintain a presentable professional appearance and positive body language.	The Next button will be restricted until all 3 of the tabs have been selected and all 3 layers have been viewed. When the learner clicks on each tab, the accordion can "pop" open to the corresponding layer, meaning it jumps to its open position or can be set in a motion path to glide open each layer.. Play VO when the timeline starts on this slide. Learners will not be able to click on other tabs until the VO ends on the layer. Learner can select another tab at the end of the timeline from this layer.
Notes:			

Slide: 1.6b / Menu Title: Assist Customers			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Open accordion rectangle is the same color as the tab.	[Slide Title] Assist Customers [Bulletin Points] • Create positive repertoire with the customer • Be proactive in assisting customers	Assisting customers helps to maintain a positive repertoire during and after interaction. Be proactive in assisting customers to determine their needs. Be competent in your knowledge of the products, and be competent in your knowledge of the	The Next button will be restricted until all 3 of the tabs have been selected and all 3 layers have been viewed. When the learner clicks on each tab, the accordion can "pop" open to the corresponding layer, meaning it jumps to its open position or can be set in a motion path to glide open each layer..

Kendra's avatar appears talking and assisting next to the accordion	- Competent in knowledge of the products - Competent in knowledge of store layout	store layout to make it easier to assist customers.	Play VO when the timeline starts on this slide. Learners will not be able to click on other tabs until the VO ends on the layer. Learner can select another tab at the end of the timeline from this layer.
Notes:			

Slide: 1.6c / Menu Title: Closing Interaction			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Open accordion rectangle is the same color as the tab. Kendra's avatar appears with a positive and happy posture next to the open accordion.	[Slide Title] Closing Interaction [Bullet Points] - Ensure you meet customer's needs - Offered additional assistance - Evaluate your job performance	The closing interaction is as important as how you greet customers when they first arrive at the store. As an employee, ensure you met customer's needs and offer additional assistance if needed. Evaluate your performance to ensure you implemented all the greeting expectations and had a positive experience with the customer.	The Next button will be restricted until all 3 of the tabs have been selected and all 3 layers have been viewed. When the learner clicks on each tab, the accordion can "pop" open to the corresponding layer, meaning it jumps to its open position or can be set in a motion path to glide open each layer.. Play VO when the timeline starts on this slide. Learners will not be able to click on other tabs until the VO ends on the layer. Learner can select another tab at the end of the timeline from this layer.
Notes:			

Slide: 1.7/ Menu Title: Knowledge Check Introduction			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Same photographic image as slide 1.3 so appears as the same scenario location Thomas and Kendra's avatars pose happy and talking Caption bubbles appear between them to track conversation. Caption bubbles palette color is the same as 1.3 and used consistently throughout the slides.	[Slide Title] Knowledge Check [Kendra] [1] Thank you Thomas for showing me. [2] I understand now how I should have interacted with the customer. [Thomas] [3] That's great. I think you got it. [4] Let's do a knowledge check just to make sure.	[Kendra] [1] Thank you Thomas for showing me. [2] I understand now how I should have interacted with the customer. [Thomas] [3] That's great. I think you got it. [4] Let's do a knowledge check just to make sure.	Next button is hidden when the timeline starts. This slide jumps to the next slide [1.8] when timeline ends Caption bubbles appear and disappear in time with the VO interaction
Notes:			

Slide: 1.8 / Menu Title: Knowledge Check			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Below the title border, there will be a rectangle shape with an arrow tip pointing towards the drag and drop items that identify the directions of the	[Slide Title] Knowledge Check [Directions] Help Kendra sort the correct responses for each customer service standard.	Help Kendra sort the correct responses for each customer service standard. Drag each example to the correct box below. Click submit when you are finished.	This slide is a freeform drag-and-drop KC interaction Thomas will be the VO giving directions. There will be 6 examples of customer service standards as drag items that

KC.. Background Image: Light wood palette Thomas avatar is on left and Kendra avatar on right. They are larger than in the previous slides and situated at the bottom of the slide so that only the top 2/3 of their bodies show on the screen, giving the feeling that they have moved closer to the learner. Thomas and Kendra show a thinking pose. Thomas's avatar pose faces the learner, while Kendra's avatar faces towards the drag and drop rectangles. The avatars are set far apart to allow room for 3 large rectangles (all the same except for their labels) to be arranged in a row between them. From left to right, the rectangles are labeled: "Welcome Interaction," "Assist Customers," and "Closing Interaction.." (The rectangles will be the drop targets for a freeform drag-and-drop KC.)	Drag each example to the correct box below. [drag items/ examples; answers provided in brackets, not to be included in slide text] • Offer assistance (Welcome) • Presentable appearance (Welcome) • Store layout (Assist) • Be proactive (Assist) • Evaluate job performance (Closing) • Met customer's needs (Closing) Click submit when you are finished.		the learner will need to sort between the three drop targets of welcome interaction, assist customers, and closing interaction They will be set in rectangles of one of the palette colors. The drag items will be to the right of the directions stacked on top of each other. The drag items will be "hidden" to prevent learners from clicking on the drag items until the VO ends on this timeline. The drag items should be arranged in a scrambled order so they are not already sorted by type of customer service standard. Allow 2 attempts in the form settings. Arrange the dropped items in a "Tile" or "Free" format so that they are all visible to the learner once they are dropped. Each drag item should have a correct and incorrect state. The correct state will look the same as the normal state. The incorrect state should be red. Delay the items states until the interaction is submitted. When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped.
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			After the second attempt, the learner will see either the correct or incorrect layer.
Notes:			

Slide: 1.8a / Menu Title: Knowledge Check: Correct			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Photograph copy of the correct answers in the drop boxes. Above the drop boxes, a rectangle in a selected palette color with text centered. Thomas is to the left and Kendra to the right of the dropboxes. Thomas Avatar and Kendra Avatar are both happy. Continue button appears in bottom left corner	[Slide Title] Knowledge Check [Text] Great job! You've got it! [Button] Continue	Correct! Great job! You've got it! Click continue when you are ready.	Continue button appears in time with the VO. Continue button takes Learners to slide 1.10 The Next button is hidden on this slide
Notes:			

Slide: 1.8b / Menu Title: Knowledge Check: Try Again			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Photograph copy of the correct answers in the drop boxes. Above the drop boxes, a rectangle in a selected palette color with text centered. Thomas is to the left and Kendra to the right of the dropboxes. Thomas Avatar and Kendra Avatar are the same thinking pose as the base layer. Try Again button appears in bottom left corner	[Slide Title] Knowledge Check [Text] Almost! Try again! [Button] Try Again	Almost. Please try again. Remember the customer mentioned a budget friendly wreath with a theme and color coordinating idea in mind. [Directions] Click try again when you are ready.	Retry button appears in time with the VO. Try Again button resets to slide 1.8 base layer and shows both correct and incorrect answers. It allows the learner to move the choices to other drop boxes. The Next button is hidden on this slide
Notes:			

Slide: 1.8c / Menu Title: Knowledge Check: Incorrect			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette	[Slide Title] Knowledge Check [Text] Sorry, that is incorrect. Please take a few minutes to review the correct	Sorry, that is incorrect. Please take a few minutes to review the correct answers below. Click review when you are ready.	Review button appears in time with the VO. Review button jumps to slide 1.9 The Next button is hidden on this slide

Photograph copy of the correct answers in the drop boxes. Above the drop boxes, a rectangle in a selected palette color with text centered. Thomas is to the left and Kendra to the right of the dropboxes. Thomas Avatar and Kendra Avatar are both upset. Review button appears in bottom left corner	answers below. Click review when you are ready. [Button] REview		
Notes:			

Slide: 1.9 / Menu Title: Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Drop boxes appear in between the avatars. The layer information [bullet points] from slides 1.6a, 1.6b, and 1.6c appear inside the coordinating drop boxes Below the title border, a rectangle box in selected palette colors with text directions. To the right of the directions, a check	[Slide Title] Review [Directions] Click on each tab to review. When finished,check the box.	Take a few minutes to review customer service standards. When ready,click the check box to continue.	Checkbox appears in time with the VO. When learner clicks on the checkbox, automatically jumps to slide 1.10 The Next button is hidden on this slide

box appears in time with the VO. Thomas is to the left and Kendra to the right of the dropboxes. Thomas Avatar and Kendra Avatar pose are both thinking similar to the knowledge check pose on base layer.			
Notes:			

Slide: 1.10 / Menu Title: Apply Knowledge Check [Hidden from Menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Same photographic image as slide 1.3 so appears as the same scenario location Caption bubbles palette color is the same as 1.3 and used consistently throughout the course. Thomas has two poses. Facing Kendra with a happy expression and turns to face the learner to acknowledge their help. Kendra has two poses. Facing Thomas with a happy expression and turns to face the learner to acknowledge their help.	[Slide Title] Apply Knowledge Check [Thomas] [1] Great job Kendra, and to you as well. I think you are ready to try again. [Kendra] [2]Thank you Thomas, and thank you for helping me. [3] I am ready to do a better job with helping customers by implementing the customer service standards.	[Thomas] [1] Great job Kendra, and to you as well. I think you are ready to try again. [Kendra] [2] Thank you Thomas, and thank you for helping me. [3] I am ready to do a better job with helping customers by implementing the customer service standards. [Direction Narration] Click Next to continue	Next button is hidden when the timeline starts on this slide. When the timeline ends, change the state of the Next button to normal. Learner clicks next button, jump to slide 1.11 When Thomas finishes saying “Great job Kendra,” he turns towards the learner to thank them. When Kendra finishes saying “Thank you Thomas,” she turns towards the learner to thank them and finish her narration.
Notes:			

Slide: 1.11 / Menu Title: Greeting Scenario: Welcome			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Same photographic image as slide 1.3 so appears as the same scenario location Caption bubbles palette color is the same as 1.3 and used consistently throughout the slides. Caption bubbles (speech bubbles) tracking the conversation between the customer and Kendra. As the customer and Kendra converse, the caption shape will remain between them. Customer avatar has 2 poses: thinking and conversing. Same as slide 1.3 Kendra avatar has 2 poses: greeting the customer in positive manner and conversing Customer and Kendra's avatar face each other during the dialog interaction.	[Slide Title] Greeting Scenario: Welcome [Kendra] [1] Welcome! How may I help you today? [Customer] [2] Hi! I am looking for supplies to make a wreath. {Kendra} [3] Did you have a theme in mind for your wreath? [Customer] [4] I would like to make a welcome wreath for my front door that is not bulky. [Kendra] [5] I have what you are looking for. Would you like some help finding the supplies you need? [Customer] [6] That would be great. Thank you.	[Kendra} [1] Welcome! How may I help you today? [Customer] [2] Hi! I am looking for supplies to make a wreath. {Kendra} [3] Did you have a theme in mind for your wreath? [Customer] [4] I would like to make a welcome wreath for my front door that is not bulky. [Kendra] [5] I have what you are looking for. Would you like some help finding the supplies you need? [Customer] [6] That would be great. Thank you.	Next button is hidden when the timeline starts on this slide. When the timeline ends, jump automatically to slide 1.12 While the customer is thinking, Kendra avatar enters from the bottom right of the screen as she walks towards the customer. Dialog begins after Kendra reaches her position. Customer avatar turns to talk to Kendra after Kendra says, "Welcome! How may I help you?" Kendra avatar changes to conversing with the customer after the customer says, "Hi! I am looking for supplies to make a wreath."
Notes:			

Slide: 1.12 / Menu Title: Determine Customer's Needs	LO: Determine Customer's
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			Needs
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Same photographic image as slide 1.3 so appears as the same scenario location Caption bubbles palette color is the same as 1.3 and used consistently throughout the course. Customer and Kendra's avatar face each other. Caption bubbles (speech bubbles) tracking the conversation between the customer and Kendra. As the customer and Kendra converse, the caption shape will remain between them. Customer avatar has 2 poses: thinking and happiness. Kendra avatar has 2 poses: thinking and talking/gesturing	[Slide Title] Determine Customer's Needs [Kenda] [1] What type of wreath would you like to design? [Customer] [2] I would like to make a welcome wreath? [Kendra] [3] Do you have a color or theme you would like to use? [Customer] [4] I would like the color to coordinate with the sign I choose. I was thinking of something for Valentine's Day. [Kendra] [5] Do you have a budget in mind? [Customer] [6] I am looking at spending no more than \$30. Keeping it budget friendly would be ideal. [Kendra] [7] Great. I have options you can look at and consider. Let me show you. [Customer] [8] Thank you.	[Kenda] [1] What type of wreath would you like to design? [Customer] [2] I would like to make a welcome wreath? [Kendra] [3] Do you have a color or theme you would like to use? [Customer] [4] I would like the color to coordinate with the sign I choose. I was thinking of something for Valentine's Day. [Kendra] [5] Do you have a budget in mind? [Customer] [6] I am looking at spending no more than \$30. Keeping it budget friendly would be ideal. [Kendra] [7] Great. I have options you can look at and consider. Let me show you. [Customer] [8] Thank you.	Next button is hidden when the timeline starts on this slide. When the timeline ends, jump automatically to slide 1.12 Customer avatar appears to be facing Kendra and thinking. Customer avatar changes to happy when she says, "Thank you." Kendra avatar begins by listening to the customer. Kendra is facing the customer. Kendra avatar changes to /talking gesturing to customer when she says, "Great. I have options you can look at and consider. Let me show you."
Notes:			

Slide: 1.13 / Menu Title: Product Selection Practice			LO: Determine Customer's Needs
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Transparent light wood palette so products selected are more visible to the learner Freeform Slide: Pick Many Learners click on the products they think are correct. Caption bubbles palette color is the same as 1.3 and used consistently throughout the course. Kendra avatar is happy, talking, and gesturing towards the product selection choices. She is also facing the learner. 5 Small Similar Rectangles centered in the middle between the 2 product options with product information; Sign, Wreath, Ribbon, Chenille Stems, and Mesh Fabric/ Silk Flowers. Small Rectangles are created using the selected palette color. Product Images are above and below the product information. Product Choices: St Patrick's Sign vs. Heart Sign Twig Wreath vs. Wood Wreath Valentine's Day vs. Spring Ribbon Rainbow vs. Red Chenille Stems Deco Mesh vs. Silk Flowers	[Slide Title] Product Selection Practice [Kendra Caption 1] The customer explained what she would like to design for her wreath, as well as keeping it budget friendly. While listening and assisting the customer, you should be able to select the best product options. [Kendra Caption 2] Based on what the customer shared, choose between two similar product options to help determine the customer's needs. Click on the product you think is the best choice. When finished, click submit. [Sign Rectangle] Sign: \$4.99 per sign [Wreath Rectangle] Twig: \$7.99 Wood: \$3.99 [Ribbon Rectangle] Ribbon: \$4.99 per roll [Chenille Stems Rectangle] \$1.99 per package [Mesh Fabric or Silk Flowers Rectangle] Mesh Fabric: \$8.99 OR Silk Flowers: \$11.99	[Kendra Caption 1] The customer explained what she would like to design for her wreath, as well as keeping it budget friendly. While listening and assisting the customer, you should be able to select the best product options. [Kendra Caption 2] Based on what the customer shared, choose between two similar product options to help determine the customer's needs. Click on the product you think is the best choice. When finished, click submit.	Product options are disabled until the VO ends on the timeline. Caption 1 appears and disappears in time with the VO. Caption 2 appears in time with the VO and remains on the base layer. Correct Product Selections: Heart Welcome Sign Wood Wreath Valentine's Day Ribbon Red Chenille Stems Deco Mesh Fabric

Product photo images available in asset library.			
Notes:			

Slide: 1.13a / Menu Title: Product Selection: Correct			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer only shows the background image and title border. Kendra's avatar pose changes to a thumbs up or happy expression to congratulate the Learner. Caption Rectangle is centered on the slide just below the title border. Use a selected palette color that is the same as the other feedback layers. Large rectangle with the five correct selected products centered in the middle of the slide. Continue button appears in the selected palette color in the bottom right corner of the slide.	[Caption] Great job! You've got it! [Button] Continue	[Kendra] That's right! You selected the correct products based on the customer's needs for wreath theme, color, and budget. Click continue when you are ready.	Continue button appears in time with the VO.
Notes:			

Slide: 1.13b / Menu Title: Product Selection: Try Again			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Base layer is visible, but Kendra's base layer avatar is hidden and caption 1 & 2 is hidden.. Kendra's avatar pose changes to a thinking. Caption Rectangle is centered on the slide just below the title border. Use a selected palette color that is the same as the other feedback layers. Try Again button appears in the selected palette color to the right of the caption rectangle.	[Caption] Almost! Try Again! [Button] Try Again	[Kendra] Almost. Please Try again. Remember the customer mentioned a budget friendly wreath with a Valentine's Day theme. The customer would also like the wreath to have coordinating color. Click try again when you are ready.	Try again button appears in time with the VO.
Notes:			

Slide: 1.13c / Menu Title: Product Selection: Incorrect			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer only shows the background image and title border. Kendra's avatar pose changes to a sad or an almost expression Caption Rectangle is centered on the slide just below the title border. Use a selected palette color that is the same as the other feedback layers. Large rectangle with the five correct selected products centered in the middle of the slide. Continue button appears in the selected palette color in the bottom right corner of the slide.	[Caption] Sorry, that is incorrect. Great job on trying! [Button] Continue	[Kendra] I'm sorry that is incorrect. The customer stated they wanted a budget friendly wreath with a Valentine's Day theme and color coordinating. The total cost of these products before tax is \$29.94. Click continue when you are ready.	Continue button appears in time with the VO.

Notes:

Slide: 1.14 / Menu Title: Greeting Scenario: Closing			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Same photographic image as slide 1.3 so appears as the same scenario location Caption bubbles palette color is the same as 1.3 and used consistently throughout the slides. Caption bubbles (speech bubbles) tracking the conversation between the customer and Kendra. As the customer and Kendra converse, the caption shape will remain between them. Customer avatar has 1 pose that is happy and facing towards Kendra Kendra avatar has 1 pose that is happy and facing towards the customer.	[Slide Title] Greeting Scenario: Closing [Customer] [1] Thank you for your help today. [Kendra] [2] You are welcome. Is there anything else I can help you with today? [Customer] [3] I think I found everything I need. [Kendra] [4] If you need any additional assistance, please do not hesitate to ask. [Customer] [5] I appreciate it. I will let you know. [Kendra] [6] It was my pleasure. I hope to see you again soon.	[Customer] [1] Thank you for your help. [Kendra] [2] You are welcome. Is there anything else I can help you with today? [Customer] [3] I think I found everything I need. [Kendra] [4] If you need any additional assistance, please do not hesitate to ask. [Customer] [5] I appreciate it. I will let you know. [Kendra] [6] It was my pleasure. I hope to see you again soon. [Directions] Click next to continue	Next button is hidden when the timeline starts on this slide. When the timeline ends, the next button appears normal.
Notes:			

Slide: 1.15 / Menu Title: Evaluate Job Performance**LO: Evaluate Job Performance**

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette 2 caption bubbles that show introduction text and directions in the selected palette colors used in scenario slides. Thomas has two poses. Facing the learner as talking to them and gesturing towards the right where the tabs and drop down layers are. Four similar rectangle tabs are created with tab text in each one. Tabs are in different palette colors. Tabs are to the right of Thomas and underneath caption bubbles	[Slide Title] Evaluate Job Performance [Tab Text] • Responsibilities • Goals • Feedback • Action Steps [Directions Text] Take a moment to look at the following four principles on how to conduct a self-evaluation. Click on each button below to learn more. When finished, click next to continue.	[Thomas Narration] Kendra did a much better job of implementing the customer service standards and the customer appears to be satisfied with the assistance she received in locating the products she needed. Now it's time to evaluate job performance. Evaluating your job performance empowers employees to take control over your own achievements and challenges. [Directions] Take a moment to look at the following four principles on how to conduct a self-evaluation. Click on each button below to learn more. When finished, click next to continue.	Thomas's avatar begins by facing the learner. He changes pose when the directions begin and tabs appear. Tabs will fade in with the VO beginning 2 seconds after Thomas says, "Evaluating your job performance..." Each tab will fade in increments of 0.05 seconds of each other from left to right. Each tab will have a normal, hover, and visited state in similar color as each tab A layer will be created for each tab The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed. When the learner clicks on the Next button, it will jump to Slide 1.16
Notes:			

Slide: 1.15a / Menu Title: Responsibilities [Hidden from Menu]			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer will be visible (show through) Insert a rectangle that is the same color as the tab and list bullet points	[Slide Title] Responsibilities [Bullet Points] • Review job responsibilities	[Thomas Narration] Responsibilities of an Employee include self-reflecting your job	The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed.

Rectangle is centered below all 4 tabs as if it was opened as a drop down action.	• Reflect on your accomplishments in your job performance • Reflect on your challenges in your job performance • Take time to self-reflect after customer interaction	performance. Ensure that you review your job responsibilities often and discuss any changes with your manager or store owner. Reflect on your accomplishments and be proud of what you are doing. What challenges are you facing in your job and how can you overcome those challenges? Finally, take time to self-reflect after customer interaction.	Rectangle floats in from the top to appear as it is opening from the tab Play VO when the timeline starts on this slide. Learner can select another tab at the end of the timeline from this layer or be automatically brought back to the base layer to select a new tab, depending on how the select tab interaction is developed.
Notes:			

Slide: 1.15b / Menu Title: Goals [Hidden from Menu]			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer will be visible (show through) Insert a rectangle that is the same color as the tab and list bullet points.	[Slide Title] Goals [Bullet Points] • Set performance goals • Implement ways to improve job performance • Job advancement • What do you want to achieve?	[Thomas Narration] It is important to set goals to increase your job productivity. Are you looking for job advancement? What can you do to achieve those goals?	The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed. Rectangle floats in from the top to appear as it is opening from the tab Play VO when the timeline starts on this slide. Learner can select another tab at the end of the timeline from this layer or be automatically brought back to the base layer to select a new tab, depending on how the select tab interaction is developed.
Notes:			

Slide: 1.15c / Menu Title: Feedback [Hidden from Menu]			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer will be visible (show through) Insert a rectangle that is the same color as the tab and list bullet points.	[Slide Title] Feedback [Bullet Points] • Ask for Employer's feedback • Ask for Customer feedback • Review store customer service surveys • Look at online reviews	[Thomas Narration] Review employer's and customers feedback to help you improve your job performance. Review store surveys and online reviews. Reflect on what changes can be made to improve customer service.	The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed. Rectangle floats in from the top to appear as it is opening from the tab Play VO when the timeline starts on this slide. Learner can select another tab at the end of the timeline from this layer or be automatically brought back to the base layer to select a new tab, depending on how the select tab interaction is developed.
Notes:			

Slide: 1.15d / Menu Title: Action Steps [Hidden from Menu]			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer will be visible (show through) Insert a rectangle that is the same color as the tab and list bullet points.	[Slide Title] Action Steps [Bullet Points] • Improve areas of growth and development • Complete job tasks and assist customers • Helping in other ways	[Thomas Narration] Take action steps to improve areas of job growth. Complete job tasks that are required of you and assist customers. If you finish required tasks, look for other ways you can help. Take time to implement ways to improve job performance by setting	The Next button will be restricted until all 4 of the tabs have been selected and all 4 layers have been viewed. Rectangle floats in from the top to appear as it is opening from the tab Play VO when the timeline starts on this slide.

	- Set performance goals - Take ownership and accountability for your work	goals. Be accountable and take ownership of your work and customer interaction. Be ready to show what you have improved and what challenges you continue to work through.	Learner can select another tab at the end of the timeline from this layer or be automatically brought back to the base layer to select a new tab, depending on how the select tab interaction is developed.
Notes:			

Slide: 1.16 / Menu Title: Job Performance Checklist			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title Border in top left corner using the palette colors consistently with all slides. Background Image: Light wood palette Kendra's avatar is on the right side of the screen facing the checklist. Her pose is thinking and only showing the upper two-thirds of her body. Directions are in a palette color centered and underneath the title border. A rectangle box is justified left aligned with the directions rectangle text box. Rectangle is in a palette color not currently used for directions or title. Checklist questions are listed in bullet points	[Slide Title] Job Performance Checklist [Directions] To self-reflect on job performance, the employee should answer the following questions. Take time to reach each one and reflect on your job performance. [Checklist Questions] - Did I follow the greeting expectations? - Did I determine the customer's needs? - Did I remain professional at all times? - Did I offer additional assistance? - Did I establish a positive relationship with the customer? - What were my strengths? - What do I need to improve?	[Kendra Narration] To self-reflect on job performance, you should ask yourself and answer the following questions. Take time to read each one and reflect on your job performance. Did I follow the customer service expectations? Did I determine the customer's needs? Did I remain professional at all times? Did I offer additional assistance? Did I establish a positive relationship with the customer? What were my strengths? What do I need to improve? When finished, click next to continue.	The checklist questions will fade in time with the VO as they are mentioned. The Next button is hidden on this slide until the VO ends.

Notes:			

Slide: 1.17 / Menu Title: Summary and Assessment Introduction			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
This slide has the standard title border in the top left corner. Background Image: a transparent customer satisfaction survey photographic image that will also be used for Slides 1.18, 1.19, 1.20, 1.21, 1.22 and 1.23. Thomas' avatar will appear on the left of the slide holding a sign with assessment information. A caption bubble displaying his VO text will display to his right. Caption bubble in the selected palette colors used in scenario slides. The Summary Points will appear on the right half of the slide, to the right of Thomas' avatar and caption, so he is facing the summary points. The summary text will appear in the same styled rectangle as the learning objectives. The rectangle should use palette color, same as with LO. A button with the same formatting as the Review and Continue buttons in the KC will appear below the Summary Points.	[Slide Title] Summary [Sign] 5 questions 80% to pass [Thomas Caption] It's time for your assessment. You will answer 5 questions. You must earn 80% to pass. Here is a summary of what you learned. [Summary Points] You focused on implementing customer service standards that include non-verbal communication, how to assist customers, and how to close out the interaction to allow customers to seek additional help if needed. You were able to determine the customer's needs and select the best product choices for them. You were able to evaluate your job performance through setting goals, reviewing feedback and self-reflection on your job performance. [Button] Take the Quiz	[Thomas Narration] It's time for your assessment. You will answer 5 questions. You must earn 80% to pass. Here is a summary of what you learned. During this training, you learn how to incorporate standards that create a positive service environment for customers. You focused on implementing customer service standards that include non-verbal communication, how to assist customers, and how to close out the interaction to allow customers to seek additional help if needed. You were able to determine customers' needs and select the best product choices for them. You were able to evaluate your job performance through setting goals, reviewing feedback, and self-reflection. Click Take the quiz button when you are ready to begin the quiz.	The summary key points will fade in time with the VO as they are mentioned.. The Take the Quiz Button fades in time with the VO. The Next button is hidden on this slide. When the learner clicks the Take the Quiz button, advance to Slide 1.18.

Notes:			

Slide: 1.18 / Menu Title: Assessment Question 1 [Hidden from Menu]			LO: Determine Customer's Needs
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
All 5 assessment question slides should have the same layout and formatting. Background image: a transparent customer satisfaction survey photographic image. The question text appears larger than the multiple choice answer options, which are displayed below the question Multiple choice question graded quiz slide	[Slide Title] Assessment Question 1 [Directions] Select the Best answer choice and click Submit. [Question] You determine what the customer needs by listening and engaging in a positive communication interaction. What is the next step you should take with the customer? [Answer Choices] 1. Assist in locating the products 2. Offer products that they might not necessarily need 3. Point them in the right direction and let them find it on their own 4. Continue to ask additional questions in selecting products the customer might need.	[No narration]	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. Results slide 1.23; graded quiz slide – multiple choice. When the learner clicks Submit, submit multiple choice and advance to the next slide. The learner should not get immediate feedback with Correct or Incorrect feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the Results page. If they do not pass, they can come back and review the quiz.
Notes:			

Slide: 1.18a / Menu Title: Assessment Question 1 Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer will be visible (show through) Rectangle using palette color to the right of the title border with feedback text information.	[Feedback] Determine Customer's Needs	[No narration]	Learners can click Next to advance through the review feedback.
Notes:			

Slide: 1.19 / Menu Title: Assessment Question 2 [Hidden from Menu]			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22 Multiple choice question graded quiz slide	[Slide Title] Assessment Question 2 [Directions] Select the Best answer choice and click Submit. [Question] A customer walks into the store while you are visiting with another co-worker. The customer appears to be unsure of where to go. What should you do? [Answer Choices] 1. Wait until the customer comes to you to ask for help. 2. Go to the customer, welcome them to the store, and offer assistance. 3. Hope they find what they are looking for while you continue	[No narration]	Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22

	your conversation with the co-worker. 4. Wait for another employee to offer assistance to the customer.		
Notes:			

Slide: 1.19a / Menu Title: Assessment Question 2 Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a	[Feedback] Implement Customer Service Standards; Welcome Interaction	[No narration]	Same direction for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a
Notes:			

Slide: 1.20 / Menu Title: Assessment Question 3 [Hidden from Menu]			LO: Evaluate Job Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22 Multiple responses question graded quiz slide	[Slide Title] Assessment Question 3 [Directions] Select all that apply and click Submit. [Question] A manager asks you to complete a job performance checklist. What questions might you consider best to answer? [Answer Choices]	[No narration]	Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22

	1. Did I implement the expectations required of me while working with a customer? 2. What might I do to improve my job performance? 3. As a customer, would I have been happy with the services I received? 4. I complete my job tasks, am I allowed to get on my cell phone while I wait for more customers?		
Notes:			

Slide: 1.20a / Menu Title: Assessment Question 3 Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a	[Feedback] Evaluate job performance; Self-Reflect, Checklist	[No narration]	Same direction for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a
Notes:			

Slide: 1.21 / Menu Title: Assessment Question 4 [Hidden from Menu]			LO: Implement Optimal Customer Service Standards
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22	[Slide Title] Assessment Question 4 [Directions]	[No narration]	Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22

Multiple responses question graded quiz slide	Select all that apply and click Submit. [Question] You have done a great job with welcoming and assisting the customer. Now that you were able to determine what the customer needed, they are ready to checkout. What steps are part of the closing interaction? [Answer Choices] • Thank the customer and walk away to complete your job tasks. • Ensure you meet the customer's needs. • Offer additional assistance. • Take a break and hope another employee helps the next customer.		
Notes:			

Slide: 1.21a / Menu Title: Assessment Question 4 Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a	[Feedback] Implement Customer Service Standards; Closing Interaction	[No narration]	Same direction for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a
Notes:			

Slide: 1.22 / Menu Title: Assessment Question 5 [Hidden from Menu]	LO: Evaluate Job
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			Performance
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22 Matching drag and drop graded quiz slide.	[Slide Title] Assessment Question 5 [Directions] Drag and match each example to the correct principle. [Question] When you are evaluating your job performance, think of the four principles; responsibilities, goals, feedback, and action steps. Take a moment to match each principle with an example of what you should evaluate after interacting with a customer. [Answer Choices] • Responsibilities= Reflect on job performance. • Goals= Work towards job advancement • Feedback= Review customer satisfaction surveys • Action Steps= Complete job tasks and assist customers	[No narration]	Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22
Notes:			

Slide: 1.22a / Menu Title: Assessment Question 5 Review			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Same visual layout for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a	[Feedback] Evaluate job performance: Four principles.	[No narration]	Same direction for Slides 1.18a, 1.19a, 1.20a, 1.21a, 1.22a.
Notes:			

Slide: 1.23 / Menu Title: Assessment Results [Hidden from Menu]			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.18, 1.19, 1.20, 1.21, 1.22	[Slide Title] Assessment Results Your Score: XX% Passing Score: 80%	[Narration only on layers]	Use a Result side to show Success layer 1.23a when timeline starts if results are equal to or greater than the passing score. Show Failure layer 1.23b when timeline starts if results are less than passing score. Base layer will be visible (show through) from Success or Failure slide layers. Results variable reference shows the percent score only. Do not show the points variable reference. Built in graded quiz variable reference displays learner score where XX appears on slide.
Notes:			

Slide: 1.23a / Menu Title: Assessment Results: Success			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Thomas' avatar looks happy and congratulatory	Nice job, you passed! [Buttons] Review Quiz Continue	[Thomas: Narration] Nice job, you passed! Click the review button to review your answers. Click the continue button when you are finished.	Review quiz button: shows correct/incorrect responses Continue button: jumps to Slide 1.24
Notes:			

Slide: 1.23b / Menu Title: Assessment Results: Failure			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Thomas' avatar looks upset/concerned.	Sorry, you did not pass! [Buttons] Review Quiz Retry Quiz	[Thomas: Narration] Sorry, you did not pass! Please take time to review the quiz by clicking on the review button. When you are ready, click on the retry button to retake the quiz.	Review quiz button: shows correct/incorrect responses Retake quiz button: resets results slide and jumps to slide 1.18
Notes:			

Slide: 1.24 / Menu Title: Congratulations			LO:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Course Title in the top left hand corner of the slide.	[Slide Title] Conclusion	[Thomas Narration]	The Next button is hidden when the timeline begins on this slide.

Background image: light wood image This slide has a similar design as the navigation slide. Photographic image used in the navigation, but with words saying congratulations centered in the picture. Directions centered towards the bottom in palette colors. Close button underneath directions in palette colors.	Congratulations Graphic Image [Directions] Click the Close button to end this Course. [Buttons] Close	Congratulations on completing the customer service training module. Click the close button to end this course.	Time the directions and close button to appear with the VO. Have congratulations image fly in with VO begins
Notes:			