Bakeware Product Knowledge – Storyboard for Review

Note for Reviewers:

Please review this storyboard focusing on the accuracy and completeness, correct flow, and comprehensibility of content to the learner.

Colors are based on the Bakeware logo and corporate style guides.

Use Track Changes to make changes to this document.

- For the narrated/voiceover audio:

  o There will be several VO characters, based on the avatars selected. Narration will indicate which VO to use. If it is not indicated, assume that it the voice of the Sales Trainer Avatar.

  o There will be "connecting" words and phrases that would not appear in a written procedure. If the wording seems awkward to you, try reading the text aloud to see how it fits, then make changes if it still seems necessary.

  o Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.

  o Capitalization is not important narrated/voiceover field, but is very important in the column, "Graphics and Onscreen Text."

- Screenshots have been included to provide a visual representation. The colors, avatars, and words are placeholders and are meant to help the designer complete the vision.

- Quiz questions have been added to the Storyboard and reflect the questions that SME and Stakeholders agreed on. Please note any changes.

- Optional Tip: Hiding the top and bottom margins of this document (double-clicking between the pages to "Hide/Show White Space") will enable you to go through the storyboard more smoothly.

Course Name/Purpose of Slide Bakeware Product Knowledge/Set up the proposed Master Slides, font, and usage of avatars, voice over	Master Slide 1 – Fill slide. 65% transparency
Scene/Slide: Master Slides	Master Slide 2 – Fill slide. 65% transparency
Notes: Master Slides – These are the standard background for certain slides. Throughout the Storyboard, we will indicate what, if any, Master Slide should be used.	Master Slide 3 - Fill slide. 40% transparency
Fonts for the whole module: Open Sans Titles/Slide Names: Bradley Handwriting Body on screen text: Open Sans Graphics are in company dropbox under elearning/sales training/graphics. Any graphics needed that are not in the dropbox, use corporate Canva account for images.	**Avatars needed:** Struggling Sales Rep (SSR) Sales Trainer (ST) Customer(s) (C#)

2

Purpose of Slide	**Graphics & On-Screen Text:**	
Bakeware Product Knowledge/Welcome Learners to the e-Learning course.	[1] Welcome to the Bakeware Master Kitchenware Product Knowledge and Sales course.	
Scene/Slide: 1.0 - Welcome	Image on title slide full screen Logo on the upper right hand of the semi-transparent shape under the wording	
Navigation: Previous/Next are disabled. Navigation button takes Learner to Slide 1.1 Navigation and Start Course button takes Learner to Slide 1.2	**Buttons**: [2] Navigation [3] Start Course	
Animations & Interactions:		

The title flies in from the left at 1 second

Buttons come in timed with narration cues, fly up from the bottom

Narration/Voiceover:

[1] Welcome to Bakeware Master Kitchenware Product Knowledge and Sales course.

[2] Click on the navigation button if you would like to review how to navigate through this course. Click on [3] Start Course to begin.

Notes:

Course Name/Purpose of Slide
Provide navigation information

Graphics & On-Screen Text:

White slide with logo on the upper right corner.

Title centered vertically and horizontally across the screen

Title: How to Navigate This Course.

Scene/Slide:
1.1 - Navigation

Arrows that point to the Previous, Next, Replay buttons and one that points to the Menu.
The Menu arrow should be on the upper left corner.

Navigation:
Standard Previous/Next button. Next button takes Learner to Slide 1.2

Animations & Interactions:

|	
The slide starts with the logo and title in place.	**Narration/Voiceover:**
Replay, menu, previous, and next arrows float in with narration.	This is the navigation throughout the course. The [1] previous and [2] next buttons allow you to navigate forward and backwards throughout the course. If you need to [3] replay a slide, click on the replay button. [4] The menu shows you where you are in the course. Click next to continue.
Notes:	

Course Name/Purpose of Slide Scenario sets up the reason for training	**Graphics & On-Screen Text:** SSR: [1] How can I help you? C1: [2] I'm just looking SSR: [3] Okay, let me know if you have questions.
Scene/Slide: 1.2 Scenario	SSR: [4] I'm not making enough sales. Everyone else seems to be doing better than me. I don't know why. (All answers are correct)
Navigation: Standard Previous. Next is disabled learner selects all three answers. On layers, continue button takes Learner back to base layer.	**Answer** 1: Didn't try to direct the conversation. **Answer** 2: Didn't attempt to learn more about what the customer needed. **Answer** 3: Didn't make recommendations.
Animations & Interactions: Start with the background in place. Struggling Sales Rep (SSR) Avatar and Customer 1 (C1) will appear. Text appears with narration. SSR expression bored/neutral.	Layer 1: That is correct! Sam needed to direct the conversation and get the customer to talk more. Layer 2: That is correct! Sam needed to ask questions to help uncover what the customer needed. Layer 3: That is correct! Sam didn't ask questions, she wasn't able to make recommendation on what the customer could buy. Each layer has a button: What else?

C1 disappears after their final sentence. SSR faces Learner for remainder of dialogue.

All choices are correct. Learn must select all three before next button is enabled. Indicate which selections learner has already visited.

Notes: Sample screenshot for layout
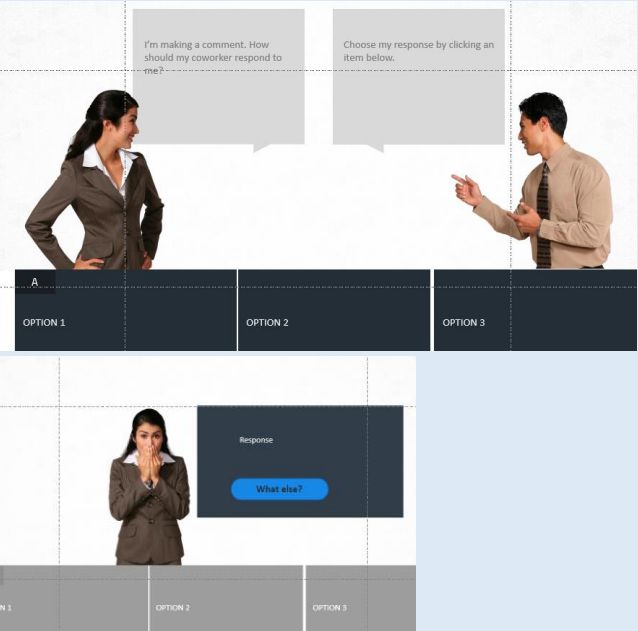
Narration/Voiceover:
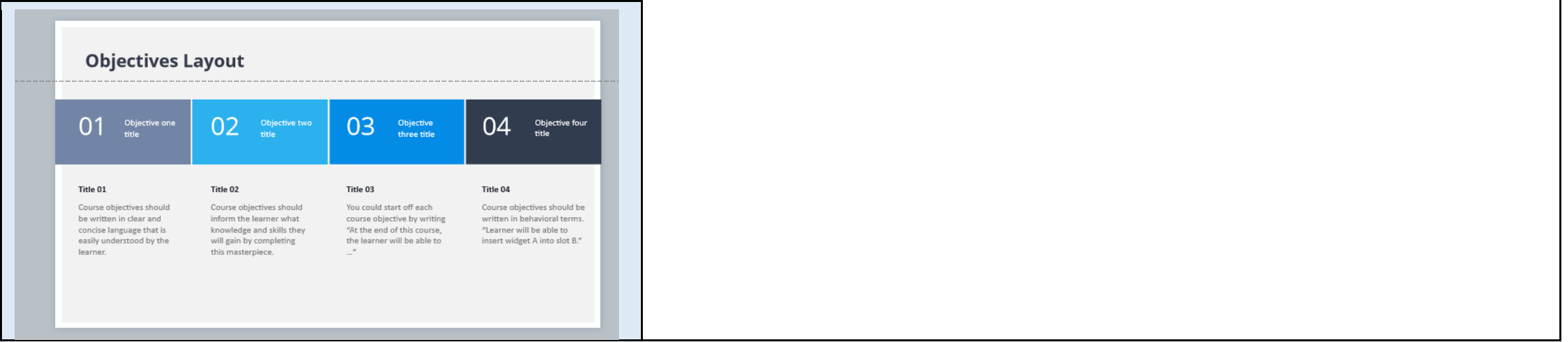
SSR: [1] How can I help you?

C1: [2] I'm just looking

SSR: [3] Okay, let me know if you have questions.

[4] I'm not making enough sales. Everyone else seems to be doing better than me. I don't know why.

[5] What could be the possible reasons Sam didn't make the sale? Select the correct responses.

Purpose of Slide Set up the reason for the course	**Graphics & On-Screen Text:** Have boxes reveal the following: • [2] Identify which sales questions to ask a customer. • [3] Evaluate customer's needs based on responses to questions. • [4] Distinguish between the 3 types of Bakeware and products • [5] Provide Bakeware recommendations. .
Scene/Slide: 1.3 Objectives	
Navigation: Standard Previous button. Next button is disabled until the end of the timeline.	
Animations & Interactions: Start with the boxes in place. As narration is read, reveal text.	**Narration/Voiceover:** 1] Getting more sales is not a mystery, but a method. In this training we are going to: • [2] Identify which sales questions to ask a customer. • [3] Evaluate customer's needs based on responses to questions. • [4] Distinguish between the 3 types of Bakeware and products • [5] Provide Bakeware recommendations. Let's get started! Click the next button.
Notes: Suggested layout	

Objectives Layout

01 Objective one title	02 Objective two title	03 Objective three title	04 Objective four title

Title 01

Course objectives should be written in clear and concise language that is easily understood by the learner.

Title 02

Course objectives should inform the learner what knowledge and skills they will gain by completing this masterpiece.

Title 03

You could start off each course objective by writing "At the end of this course, the learner will be able to ..."

Title 04

Course objectives should be written in behavioral terms. "Learner will be able to insert widget A into slot B."

Purpose: Set up the reason for asking leading questions to customer	**Graphics & On-Screen Text:** **Title**: Why Ask Questions? **Text**:[1] Why ask questions? [2] Make customers feel welcome [3] Help the sales rep control the conversation [4] Uncover what the customer needs [5] Sales reps can begin to formulate recommendations
Scene/Slide: 1.4 Why Ask Questions?	
Navigation: Standard previous. Next disabled until end of timeline.	

Animations & Interactions:

Background and title start with slide. Text appears with narration.

4 separate columns appear after title narration. Learner must click on each column to reveal each text. Icon or picture associate with each tab. Narration is read after text is revealed.

Final sentence is read after all 4 columns/text have been revealed

Narration/Voiceover:

Why ask questions? Asking customers questions does several things. [1] Click each picture to reveal why we ask questions:

[2] It Makes the customers feel welcomed
[3] it Helps the sales rep control and direct the conversation
[4] it helps Uncover what the customer needs
And [5] based on the answers, the Sales reps can begin to formulate recommendations

Click next to continue.

Notes:

Purpose of Slide

Introduce recommended questions to ask

Scene/Slide:

1.5 Questions to Ask

Graphics & On-Screen Text:

See screenshot in notes for initial setup.
Main Box

Title: [1] Questions to Ask Customers
Body: [2] We have listed six of the best questions to ask customers who have come into the store. Begin with What brings you in today?" and then select the other boxes in any order.

Layer 1

9

Animations & Interactions:

Main (largest box), copy, and graphic underneath the box shows at start of slide with narration. At the end of the primary narration, the remaining six smaller boxes appear with the upper left box, next to the largest box, appearing first, then the others fade in one after another.

As Learner clicks each box, a layer appears that covers the Main (largest box) copy with content. As the question box is selected, the state changes to reveal a question. The revealed question is the visited state and persists after the Learner clicks the other boxes.

All boxes will display the visited state are display.

Question Box: [1] What brings you in today?
Answer Box Title: First Question
Answer Box Body: [2] This is an excellent first question as it lets the customer start the conversation with you. Listen to their answer to decide what additional questions to ask.

Layer 2
Question Box: [1] What do you like to cook?
Answer Box Body: [2] Asking a customer what they like to cook will help you gain insight into what they might need to buy. Listen to their answer and consider what type of Bakeware would be necessary to support that type of cooking.

Layer 3
Question Box: [1] How many people do you usually cook for?
Answer Box Body: [2] This question helps gain insight into how much product they may need. People who are cooking for a crowd regularly or a big family have different needs than those who are cooking for one or two people.

Layer 4
Question Box: [1] What type of Bakeware do you already own?
Answer Box Body: [2] This question helps you determine how much they need. Be prepared to make recommendations for specific items or for supplying an entirely new kitchen.

Layer 5
Question Box: [1] Why new Bakeware?
Answer Box Body: [2] There is a reason why they are looking for new Bakeware. They may be looking to replace worn out or old Bakeware, buying Bakeware for a gift, or just looking for a specific piece.

Layer 6
Question Box: [1] Have you researched any Bakeware?
Answer Box Body: [2] If they have researched Bakeware, ask them what it was and what they thought.
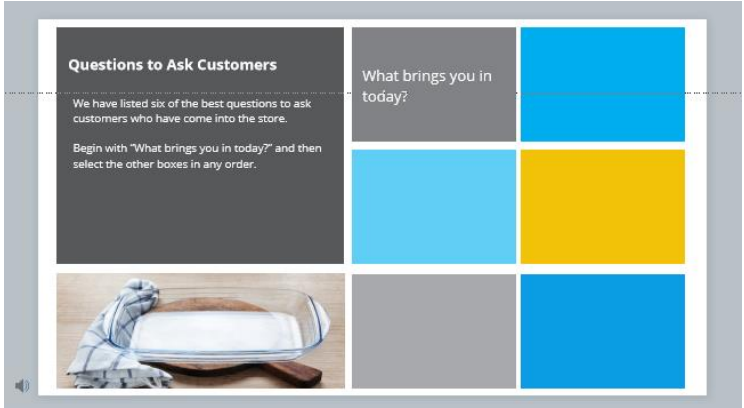
10

Questions to Ask Customers

We have listed six of the best questions to ask customers who have come into the store.

Begin with "What brings you in today?" and then select the other boxes in any order.

What brings you in today?

If they haven't, it is generally because they don't know what to look for. You will be their guide. Continue to ask them more questions.

Graphic: rectangle picture of Bakeware

Narration/Voiceover:

Main box| Primary
[1] Questions to Ask Customers. We have listed six of the best questions to ask customers who have come into the store. Begin with "What brings you in today?" and then select the other boxes in any order.

Layer 1
[1] What brings you in today?
[2] This is an excellent first question as it lets the customer start the conversation with you. Listen to their answer to decide what additional questions to ask. Select any other box to continue.

Layer 2
[1] What do you like to cook?
[2] Asking a customer what they like to cook will help you gain insight into what they might need to buy. Listen to their answer and consider what type of Bakeware would be necessary to support that type of cooking.

Layer 3
[1] How many people do you usually cook for?
[2] This question helps gain insight into how much product they may need. People who are cooking for a crowd regularly or a big family have different needs than those who are cooking for one or two people

Layer 4
[1] What type of Bakeware do you already own?
[2] This question helps you determine how much they need. Be prepared to make recommendations for specific items or for supplying an entirely new kitchen.

Notes

11

Layer 5
[1] Why new Bakeware?
[2] There is a reason why they are looking for new Bakeware. They may be looking to replace worn out or old Bakeware, buying Bakeware for a gift, or just looking for a specific piece

Layer 6
[1] Have you researched any Bakeware?
[2] If they have researched Bakeware, ask them what it was and what they thought.

If they haven't, it is generally because they don't know what to look for. You will be their guide. Continue to ask them more questions.

Click next to continue.

Purpose: Transition from Questions to Categories Products

Scene/Slide:
1.6 Bakeware Products

Graphics & On-Screen Text:

Background:

Logo on upper right corner

Title: Bakeware Products
.
(Items can be found on dropbox drive under products)

Navigation:
Standard Previous. Next button is disabled until end of timeline. ·

Animations & Interactions:

As narration starts, products begin to appear, one by one, on the table surface. At the end of the narration, they stop. Overlap or slow down appearance as necessary to keep time with narration.

NOTES:

Narration/Voiceover:

ST VO:[1] Now that we've reviewed six questions to ask customers, let's learn more about Bakeware products. Each of our products belong in one of three categories: Fundamental Bakeware, Oven to Table, and Specialized Bakeware. Click next to learn more.

Scene/Slide:
1.7 Categories and Products

Graphics & On-Screen Text:

Logo on upper right corner

Title: 3 Bakeware Categories and Products

3 rectangles with whisk icon stacked vertically on the left side of the slide. Fundamental Bakeware, Oven to Table, Specialized Bakeware. Above the top rectangle "Click each button below."

To the right of the 3 rectangles, filling the remaining room is a cutting

Navigation:
Standard Previous. Next button is disabled.

Animations & Interactions:
Start with the background, cutting board, and title in place.
Enable visited state for the 3 category buttons. Each button flies in from bottom one after another then words come in with narration. "Click each button below"

For the layers, keep Base Layer active. Hide base layer text on cutting board and title on all layers.

NOTES:
Each button has 2 layers - the initial layer (a) and the example layer (b). User must visit both layers for each category before the Knowledge Check button appears. Knowledge Check button will only appear on layer 1b,2b, or 3b

board graphic. Transparent text box rectangle over cutting board with:
[1] There are three main categories of Bakeware. Each category serves a specific purpose and has dozens of products.

We will explore the most common categories of Bakeware and show you examples of the most frequently purchased products and what they are used for.

[2] Pay careful attention. You'll be tested on your knowledge.

Narration/Voiceover:

[1] There are three main categories of Bakeware. Each category serves a specific purpose and has dozens of products.

We will explore the most common categories of Bakeware and show you examples of the most frequently purchased products and what they are used for.

[2] Pay careful attention. You'll be tested on your knowledge
Click on each type to learn more.

Purpose of Slide	Graphics & On-Screen Text:
	Layer 1a Fundamental Bakeware **Title**: Fundamental Bakeware **Bulleted Body Text**: • [1] Silicone, tin, or non-stick material. • [2] Oven safe. • [3] Not used as serving dishes. • [4] Baking essentials. Button reads: [5] Examples:
Scene/Slide: 1.7 – Categories and Products Layer 1a and Layer 1b	
Navigation: Previous/Next button is disable. When all three layers and sublayers visited, Knowledge Check button appears and takes Learner to slide 1.8	Under button: "Click to see all examples" takes Learner to Layer 1b
Animations & Interactions: Layer 1a Slide begins with Title in place. With the narration, bullet points float in from right. Example button floats in from bottom with narration. Button takes Learner to Layer 1b. Layer 1b Slide begins with all objects in place. Marker for items on Layer 1b 	**Layer 1b** **Title:** Fundamental Bakeware **Subheading:** Click on the (icon) to learn more about each product. Base layer is still engaged. On cutting board graphic there will be four fundamental Bakeware products. On the upper right corner of each product is a light bulb marker. When moused over, they reveal information about that product. The product picture and information: Text for the products (see images) is as followed starting on the upper left, going to the upper right, then bottom left, then bottom right. **Title**: Muffin Tin **Body**: Muffin pans are perfect for cooking muffins and cupcakes, but they can also be used to create any single serving dessert like miniature cheesecakes or individual brownies. **Title:** Cookie sheet **Body:** Cookie sheets or baking sheets are shallow, rectangular pans, perfect for baking cakes, rolls, bread, pizza, etc.

15

Title: Loaf Pan **Body**: Loaf Pans are great for baking bread and coffeecake.

Title: Cooling Rack **Body**: Cooling racks, though not exactly Bakeware, are an essential piece of baking equipment.
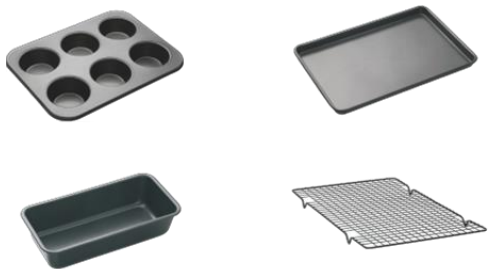
Narration/Voiceover:

For Layer 1a

Fundamental Bakeware is usually [1] made of silicone, tin, or non-stick material, [2] is oven safe, [3] is not used as serving dishes and is used for [4] essential baking tasks.

[5] Click the button to see examples

Layer 1b – no narration/voiceover

NOTES

Course Name/Purpose of Slide	**Graphics & On-Screen Text:**
	
	Layer 2a Oven to Table
	Title: Oven to Table
	Bulleted Body Text:
	   • [1] Glass, ceramic, cast iron, or enamel.
	   • [2] Oven safe.
	   • [3] Attractive looking.
	   • [4] Used as serving dishes.
	
	Button reads: [5] Examples:
	Under button "Click to see all examples" takes Learner to Layer 2b

Scene/Slide: 1.7 Categories and Products Layer 2a and Layer 2b	
Navigation: Previous/Next buttons are disabled.	
	Layer 2b **Title**: Oven to Table **Subheading:** Click on the (icon) to learn more about each Product.
Animations & Interactions: Layer 2a Slide begins with Title in place. With the narration, bullet points float in from right. Example button floats in from bottom with narration. Button takes Learner to layer 2b Marker for Layer 2b	Base layer is still engaged. On cutting board graphic there will be three Oven to Table Bakeware products. On the upper right corner of each is a light bulb marker. When moused over, they reveal information about that product. The product picture and information: Text is as followed starting on the upper left, going to the upper right, then bottom left.

Title: Casserole Dish **Body**: Ceramic rectangle dishes are used as roasting or casserole dishes. They can go from the refrigerator to an oven or microwave and the out to the table for serving. Most are oven, broiler, microwave, freezer, and dishwasher safe.

Title: Ramekins **Body**: Ramekins are traditionally circular with a fluted exterior. They are used to make individual portions of a variety of dishes such as souffles, custards, French onion soup, etc

Title: Glass or Ceramic Pie Plate **Body:** Pie pans are round and shallow with sloped or angled sides. The rims are often fluted, allowing bakers to easily scallop the edges of a crust.

Narration/Voiceover:

Layer 2a
[1] Oven to table Bakeware is made out of glass, ceramic, cast iron or enamel [2] is oven safe [3] is attractive looking and [4] is used as serving dishes.
[5] Click the button to see examples.

Layer 2b – no narration

NOTES

Course Name/Purpose of Slide	**Graphics & On-Screen Text:**
Scene/Slide: 1.7 Categories and Products Layer 3a and Layer 3b	**Layer 3a** **Title**: Specialized Bakeware Bulleted Body Text: [1] Variety of materials. [2] Designed for a specific purpose. [3] Best used by advanced bakers and cooks Button reads: [4] Examples Under bullet "Click to see all examples" takes Learner to Layer 3b
Navigation: Previous/Next buttons are disabled.	
Animations & Interactions: Layer 3a Slide begins with Title in place. With the narration, bullet points float in from right. Example button floats in from bottom with narration. Button takes Learner to layer 3b Marker for Layer 3b 	**Layer 3b** **Title**: Specialized Bakeware **Subheading:** Click on the (icon) to learn more about each product. Base layer is still engaged. On cutting board graphic there will be four Specialized Bakeware products. On the upper right corner of each product is a light bulb marker. When moused over, they reveal information about that product. The product picture and information: Text is as followed starting on the upper left, going to the upper right, then bottom left.

Title: Madeleine Pans **Body**: Madeleine Pans are used to bake traditional French sponge cakes, Madeleines, shaping them into their distinctive shell-like shape

Title: Tart Pan **Body**: Most tart pans are made of metal, and the best have a removable bottom, allowing you to slip off the outer ring without marring the beautiful crust.

Title: Roasting Pan **Body:** Roasting dishes are made from cast iron or enamel and are used to roast meat or vegetables in the oven.

Title: Bundt Pan **Body**: Bundt cake or ring cake – are used to bake a cake whilst shaping it into a distinctive ring shape. Generally made of aluminum or coated steel.

Narration/Voiceover:

Layer 3a
Specialized Bakeware is [1] usually made with a variety of materials [2] that have been designed for a specific purpose [3] these are used best by advanced bakers and cooks.
[4] Click the button to see examples.

Layer 3b – no narration

Button reads: Knowledge Check

NOTES: Knowledge Check button will be on all three 'b' layers and will be hidden until all three layers have been visited. On screen should read: After visiting all categories of Bakeware, there will be a knowledge check. Button reads Knowledge Check:

Scene/Slide: 1.8 Knowledge Check	**Graphics & On-Screen Text:** Knowledge Check Banner on the upper left corner KNOWLEDGE CHECK Background
Navigation: Standard Previous. Next button is disabled. Submit button appears when all items have been dragged/dropped. Learner will be returned to slide 1.5 Learn More when the Continue button on Feedback layer has been clicked.	Semi-transparent rectangle on the upper third of the graphic that reads: You will see five items, one at a time. Place each item into the appropriate oven category. If you make the wrong selection, you will see (x icon) if you make the proper selection you will see (green checkmark icon).
Animations & Interactions: Slide starts with background. Drag and drop interaction, have each object appear one at a time. As Learner drags it over, have the item shrink when placed in the oven and change state to include either a red 'x' (incorrect) or a green checkmark (correct). When all items are placed in the correct drop target, a feedback layer will appear.	On the right, add 3 identical graphics of an open oven (door view), label each either Fundamental Bakeware, Specialized Bakeware, Oven to Table. These will be the drop target. Items will appear on the bottom third of the slide. The Drag items for Fundamental Bakeware The Drag item for Specialized Bakeware The Drag items for Oven to Table

After all items are placed in the correct location, the thank you feedback layer will appear.

Feedback layer will have a green check mark and read: Great job! Being able to identify the categories of Bakeware is very important to being able to sell.

A continue button will display underneath.

Narration/Voiceover:

Time for a knowledge check. You will be given 5 Bakeware items, one at a time. Place each in the appropriate oven category. If you make the wrong selection, you will see a red x. If you make the right selection, you will see a green check mark.

NOTES

Purpose of Slide	Graphics & On-Screen Text:
How conversations lead to recommendations	Master Slide #3
	Logo in the upper right corner

Scene/Slide: 1.9 Make Recommendations	ST facing Learner. **Title**: Conversations **Body reads**: [1] Now that you reviewed six questions you can ask a customer and reviewed Bakeware products, it is time make a recommendation. [2] Arrow points to icon [3] Click Get Started
Navigation: Previous button/next button disabled.	
Animations & Interactions: Starts with the background and ST avatar. Caption and text appear with narration. Icon which opens resource or lightbox with 3 categories and pictures and description of products. Button Get Started appears with narration.	**Narration/Voiceover:** [1] Now that you reviewed six questions you can ask a customer and reviewed Bakeware products, it is time make a recommendation. [3] Click Get Started

Purpose of Slide	**Graphics & On-Screen Text:** Master Slide #1 Logo in the upper right corner

Scene/Slide: 1.10 Scenario 1- Make a recommendation	C2 avatar facing Learner. 4 options available on screen (see screenshot) Have product picture and name on screen. **Title**: Make a recommendation **Above C2 avatar:** [1] I've been baking for a few months. I have all the basics for that, but I'm looking to take my baking to the next level. [2] What would you recommend?
Navigation: Standard Previous. Next button is disabled. Correct answer takes Learner correct layer. Incorrect answer (4 attempts) takes Learner to incorrect layer with explanation.	
Animations & Interactions: Starts with the background and C2 avatar. Caption and text appear with narration. Multiple layers – one correct answer and three incorrect. Learner has four attempts for correct answer.	Correct answer: Bundt Pan Wrong answer: Enameled Cast Iron Wrong answer: Roasting Pan Wrong answer: Cookie Sheets
NOTES	**Narration/Voiceover:** C2 VO: [1] I've been baking for a few months. I have all the basics for that, but I'm looking to take my baking to the next level. [2] What would you recommend?

Con't	**Graphics & On-Screen Text:** Correct [1] The Bundt pan is perfect for the baker who is comfortable with the basics and would like to try something more complex or next level.

24

Scene/Slide:	Incorrect 1 [2] Enameled cast iron is not used for baking. Please try again.
1.10 Con't (Correct and Incorrect Layers)	Incorrect 2 [3] Roasting pans are not used in baking. Please try again.
	Incorrect 3 [4] Cookie sheets are perfect for someone who is starting to cook or bake, but it is fundamental Bakeware and not advanced. Please try again.

Navigation:

Learner clicks Retry (incorrect) and is either taken to the base layer or the next slide for the correct answer.

On each layer, have the picture of the item and a red x across it for the wrong answer or a green checkmark for the correct answer.
Have a Retry button on each incorrect layer.
On correct layer have a Next button that takes user to next slide.

Animations & Interactions:

Narration starts with text.
Retry button on incorrect answer slides take Learner back to base layer.

Narration/Voiceover:

Correct

[1] The Bundt is perfect for the baker who is comfortable with the basics and would like to try something more complex or next level.

Incorrect 1 [2] Enameled cast iron is not used for baking. Please try again.

Incorrect 2 [3] Roasting pans are not used in baking. Please try again.

Incorrect 3 [4] Cookie sheets are perfect for someone who is starting to cook or bake, but it is fundamental Bakeware and not advanced. Please try again.

NOTES:

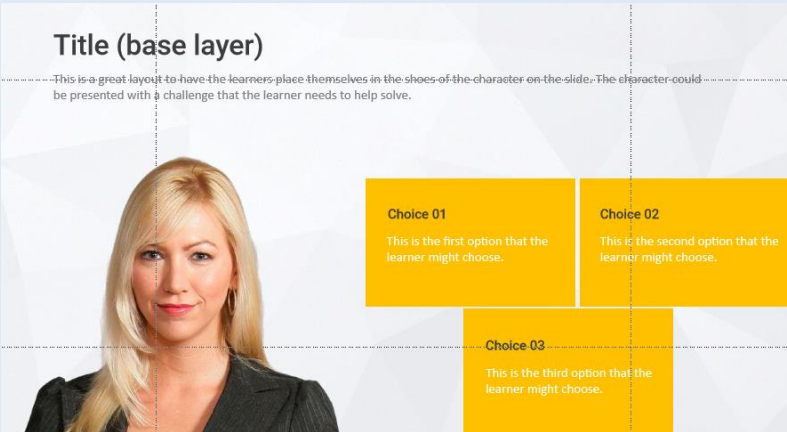| Purpose of Slide	Graphics & On-Screen Text:
	Master Slide #3
	Logo in the upper right corner
	C3 avatar facing Learner. 3 options available on screen (see screenshot).
Scene/Slide: 1.11 Scenario 2 Questions	**Title**: Learn More
	[1] A customer has walked into the store and approaches you and asks, "I need Bakeware. What do you recommend?"
Navigation: Standard Previous. Next button is disabled. Correct answer takes Learner correct layer. Incorrect answer (3 attempts) takes Learner to incorrect layer with explanation.	[2] What would be a good follow up question? Select the correct response. Correct answer: What do you already own? Wrong answer: Do you like to bake?

26

Animations & Interactions:

Starts with the background and C3 avatar. Caption and text appear with narration.

Multiple layers – one correct answer and two incorrect. Learner has three attempts for correct answer.

Correct layer has a Continue button. For Correct layer, it advances Learner to next slide. For incorrect, there is a Retry button, and allows Learner to make an additional attempt.

NOTES

Title (base layer)

This is a great layout to have the learners place themselves in the shoes of the character on the slide. The character could be presented with a challenge that the learner needs to help solve.

Choice 01
This is the first option that the learner might choose.

Choice 02
This is the second option that the learner might choose.

Choice 03
This is the third option that the learner might choose.

Wrong answer: How much do you want to spend?

_____

Correct Answer Layer: **Title**: [3] What do you already own? **Body**: [4] This is a great next question! It allows the customer to continue to speak and reveals what may be missing in their collection. Recommendations could be made to fill in the missing pieces.

Incorrect Answer Layer: **Title**: [5] Do you like to bake? **Body**: [6] While this may seem like a good question, it may lead the customer to say no, which ends the conversation. Please try again!

Incorrect Answer Layer: **Title**: [7] How much do you want to spend? **Body**: [8] A customer should be focused on what they could buy and not be conscious of the price of items. Please try again!

Each layer will indicate if it is an incorrect or correct answer and have a continue or retry button.
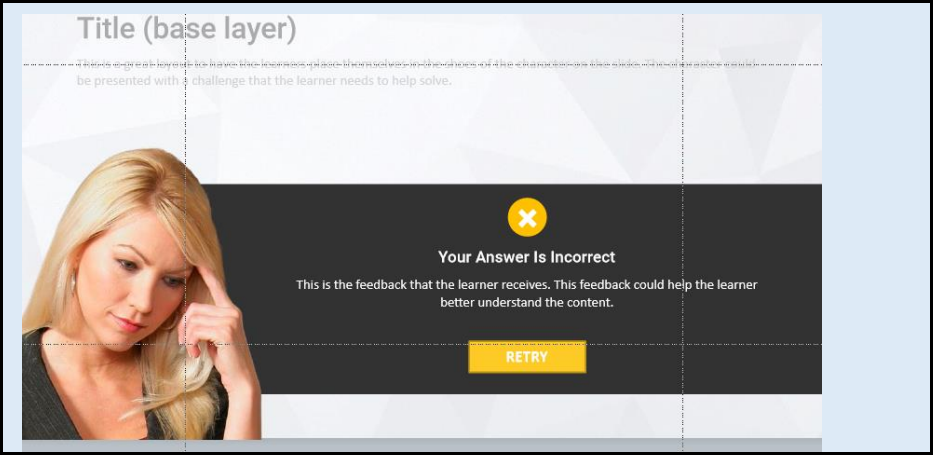
Narration/Voiceover:

ST VO [1] A customer has walked into the store and approaches you and asks **"I** need Bakeware. What do you recommend?"

[2] What would be a good follow up question? Select the correct response.

Correct Answer Layer: **Title**: [3] What do you already own? **Body**: [4] This is a great next question! It allows the customer to continue to speak and reveals what may be missing in their collection. Recommendations could be made to fill in the missing piece.

Incorrect Answer Layer: **Title**: [5] Do you like to bake? **Body**: [6] While this may seem like a good question, it may lead the customer to say no, which ends the conversation. Please try again!

Title (base layer)

be presented with a challenge that the learner needs to help solve.

Your Answer Is Incorrect

This is the feedback that the learner receives. This feedback could help the learner better understand the content.

RETRY

Incorrect Answer Layer: **Title**: [7] How much do you want to spend? **Body**: [8] A customer should be focused on what they could buy and not be conscious of the price of items. Please try again!

Course Name/Purpose of Slide	Graphics & On-Screen Text:
Introduction to the Quiz	Master Slide #3 Logo on the upper right corner. ST avatar facing the Learner. Caption reads: [1] Now it is time to put all that you've learned to the test. [2] This is a graded quiz and you need a score of 60% or better to pass. [3] Take your time and use what you have learned. You have one opportunity to answer each of the three questions.
Scene/Slide: 1.16 Quiz	
Navigation: Previous button is disabled. Next button is disabled until timeline ends. Next button takes Learner to Slide 2.11	
Animations & Interactions:	

Slide starts with the background, logo and ST avatar. Caption button flies in from the right and text starts with narration.	**Narration/Voiceover:** ST VO [1] Now it is time to put all that you've learned to the test. [2] This is a graded quiz and you need a score of 60% or better to pass. [3] Take your time and use what you have learned. You have one opportunity to answer each of the three questions.
NOTES	
Course Name/Purpose of Slide Demonstrates ability to recall functions of Bakeware	**Graphics & On-Screen Text:** **TITLE:** Multiple Choice **Body:** Hunter walks into the store and tells you how he loves to have dinner parties of 4 or more people. What two items would you recommend? Select each recommended item. *(the correct items are indicated below)*
Scene/Slide: 1.17 Select Many Quiz Question 1	
Navigation: Previous/Next buttons are disabled. Submit button advances Learner to next Slide 1.18	
Animations & Interactions:	**Black button with white letters**: Submit

Slide starts with all elements in place. Multiple Choice – Pick Many Graded Question.	**Narration/Voiceover:** NONE
NOTES	
Course Name/Purpose of Slide Demonstrates how to interact with the customer based on questions	**Graphics & On-Screen Text:** Master Slide #2 New male avatar on the left side facing Learner.
Scene/Slide: 1.18 Multiple Choice Quiz Question 2	**Title**: Multiple Choice Question **Body**: Brian has walked into the store, and after greeting him, he tells you that he is getting married and has no Bakeware at all. Both he and his bride are starting fresh. What could you ask him next to help you make the best recommendation?
Navigation: Previous/Next button disabled. Submit button takes Learner to next slide 1.19	White overlay next to avatar and under title/body. Radio buttons How much do you want to spend? What do you like to cook? *(correct answer)* Do you want to look around on your own? Do you need cutlery?
Animations & Interactions: Slide starts with all elements. Multiple Choice Graded Quiz.	**Black button with white letters:** Submit
	Narration/Voiceover: NONE

Course Name/Purpose of Slide Demonstrates ability to recommend Bakeware	**Graphics & On-Screen Text:** Slide Master #2 New Female avatar facing Learner. Rectangular semi-transparent overlay under questions. **Title**: Multiple Choice **Body**: Jane walks into the store. She tells you that she loves to cook and is taking baking classes. What type of Bakeware can you recommend? Radio buttons Bundt cake, pie plate, cookie sheets, ramekins (correct answer) Casserole dish, enameled cast iron pot, roasting pan Pie pan, casserole dish, ramekins, roasting pan Loaf pan, enameled cast iron pot, roasting pan **Black button with white letters**: Submit
Scene/Slide: 1.19 Multiple Choice Quiz Question 3	
Navigation: Previous/Next buttons are disabled. Submit button takes Learner to next slide 1.20	
Animations & Interactions: Slide starts with all elements on screen. Multiple Choice Graded Quiz.	**Narration/Voiceover:** NONE
NOTES	

31

Course Name/Purpose of Slide	Graphics & On-Screen Text:
	Slide Master #2 **Title:** RESULTS
Scene/Slide: 1.21 Results Slide	**On left side:** Button with PASSING SCORE % Button with YOUR SCORE % Gray button with REVIEW QUIZ Gray button with RETRY QUIZ
Navigation: Previous disabled. Retry button takes Learner to Slide: Quiz Next button takes Learner to next slide Conclusion	Female avatar between Red Buttons on left and Grey Buttons on Right **Feedback:** Did Not Pass Above avatar's head "You did not pass. Retry the quiz" Buttons on left have a red color fill
Animations & Interactions: Results slide with the user score, passing score, Review quiz and retry features enabled. Slide begins with all elements in place.	**Feedback:** Pass Above avatar's head "Congratulations, you passed." Buttons on left have a green color fill
	Narration/Voiceover: NONE

Course Name/Purpose of Slide Wrap up of what they have learned.	**Graphics & On-Screen Text:** Master Slide #3 Logo upper right corner. Mimic the Slide Objectives **Title**: [1] Congratulations! You've finished the course! **Subheading:** You now should be able to: • [2] Identify which sales questions to ask a customer. • [3] Evaluate customer's needs based on responses to questions. • [4] Distinguish between the 3 types of Bakeware and products • [5] Provide Bakeware recommendations. .
Scene/Slide: 1.21 Conclusion	
Navigation: Previous button is disabled. Next button is disabled until the end of the timeline. Next button takes Learner to Slide 2.4	
Animations & Interactions:	

Slide begins with background and logo in place.
ST avatar appears, Text appears with narration.
	Narration/Voiceover:
	
	[1] Congratulations! You've finished the course!
	
	You now should be able to:
	   • [2] Identify which sales questions to ask a customer.
	   • [3] Evaluate customer's needs based responses to questions.
	   • [4] Distinguish between the 3 types of Bakeware and products
	   • [5] Provide Bakeware recommendations.
	
	.
	
	[6] Click Next to continue

Course Name/Purpose of Slide	**Graphics & On-Screen Text:**
	Master Slide #3 Logo upper right corner. [1] THANK YOU FOR COMPLETING THE MASTER BAKEWARE COURSE!
Scene/Slide: 1.22 Thank You	[2] Return to the lesson any time you need to review your Bakeware Product Knowledge. **Button** [3] Restart Course **Button** [4] Exit Course

Navigation:
Previous/Next button are disabled. Restart course button takes Learner to Slide 1.0. Exit Course button closes window.

Animations & Interactions:
Slide begins with the background and logo in place. Copy comes in with narration.

NOTES

Narration/Voiceover:

[1] Thank you for completing the Master Bakeware course!
[2] Return to the lesson any time you need to review your Bakeware Product Knowledge.

[3] Restart Course
[4] Exit Course