

SMART TASKING EXERCISE

CREATING A BALANCE

Refer to any frontline position job description. Select from one of the Major Tasks and Responsibilities (i.e. Controlling Shrink, Maintaining Area, Cultivating the Customer, etc.) that the employees are expected to complete. Now create a clear instructional card (an easily understood set-of-step by step instructions) that can be used by the employee to complete the tasks and responsibilities expected of them. Make sure the instructional card is written in a language that is easily understood by the Front Line Employee, a simple Kiss (Keep it Short and Simple) will do.

In the appropriate boxes below write why this process needs to be done, when the optimum time is to complete this task, and what the impact on the customer will be when the process is either completed or not completed. Also, complete the tools/supplies needed as well as the instructions section.

TITLE OF THE
PROCESS _____

(Insert the Title of the Process)

<u>Why:</u>	<u>When:</u>	<u>Customer Impact:</u>

Tools/Supplies Needed:

Instructions/Steps: