



Subject: Setting the Standard: Your Guide to Success in Territory 5301

Dear Team,

As a valued member of Territory 5301 with Premium Wireless, your success is our priority. To ensure clarity and alignment, your Sales Manager has provide you with this information. This notebook is more than just a resource—it's your roadmap to excellence.

Inside, you'll find clear expectations, including:

- **Attendance Standards:** Ensuring consistency and reliability in your role.
- **Dress Code Guidelines:** Maintaining professionalism as a representative of Premium Wireless.
- **Sales Expectations:** Goals and benchmarks to help you succeed in driving results.
- **Participation Expectations:** Being an active and engaged member of the team.

This guide is designed to support you, keep you informed, and empower you to contribute meaningfully to the success of both Territory 5301 and Premium Wireless.

Please take time to review the content and use it as a reference in your day-to-day work. If you have any questions or need clarification on any of the expectations, don't hesitate to reach out to your Sales Manager.

Let's make 2025 a standout year for Territory 5301!

Best regards,

Justin Brown

Territory 5301 Sales Manager



Attendance Expectations for Territory 5301 – Premium Wireless

To maintain a professional and productive work environment, it is essential to adhere to the following attendance expectations. These guidelines ensure smooth operations and promote fairness within the team.

1. Shift Call-Out Procedure

If you are unable to work your scheduled shift, you are required to give at least 2 hours of advanced notice:

- **Call first: Contact me via phone as your primary method of notice.**
- **If you are unable to reach me by phone, you may send a text message, but texting alone does not constitute a call-out.**

2. Clocking In and Out

You are expected to clock in and out at your assigned location, if by accident you do forget to clock out until after you leave the property please notify your sales manager. Ensure your punches are accurate to reflect your actual working hours.

3. Tardiness Protocol

If you anticipate being late for your shift, you must notify me prior to the start of your shift:

- **Repeated tardiness will be documented and may result in corrective actions.**

4. Leaving Early

If you need to leave work early, notify me beforehand.

- **Regularly leaving early without prior communication or justification disrupts the business and will be documented.**
- **Continued occurrences may affect your scheduling going forward.**

5. Shift Coverage for Planned Absences

If you know in advance that you cannot work a scheduled shift, I ask that you assist in finding coverage:

- **Communicate with your team members to arrange coverage.**
- **Notify me of the outcome once coverage is secured.**

6. Illness and Doctor's Notes

If you need to call out due to illness, I encourage you to provide a doctor's note whenever possible. This documentation helps us maintain fairness and accountability across the team.

7. Dependability Expectations

Dependability is critical to your role. Frequent absences, tardiness, or unreliability can result in the following actions:

- **Reduced hours.**
- **Removal from the schedule.**

8. Communication is Key

I understand that life happens, and unexpected situations may arise. However, clear and timely communication is crucial. If you keep me informed about your circumstances, I am willing to be flexible and work with you.

By adhering to these expectations, we can maintain a positive and collaborative work environment. Please feel free to reach out if you have any questions or need clarification on these policies.



Request Off Policy for Territory 5301

At Premium Retail, we value the work-life balance of our employees while ensuring that the needs of the business are met. To maintain fairness and consistency in scheduling, the following guidelines apply to all time-off requests:

1. Advance Notice Requirement

- **All time-off requests must be submitted at least two weeks in advance.**
- **Requests submitted with less notice may not be considered, except in emergencies and at the discretion of management.**

2. Use of Official Request Form

- **All time-off requests must be submitted using the official Request Off Form available at pr-territory5301.online.**
- **Requests submitted through other means (e.g., verbal, email, or text) will not be reviewed or approved.**

3. Approval Is Not Guaranteed

- **Time-off requests are subject to managerial approval and are not guaranteed.**
- **Requests may be denied for the following reasons:**
 - **Excessive overlap of requests from other employees for the same period.**
 - **Business needs, such as ensuring adequate staffing levels during critical periods.**

4. Restricted Time Periods

- **Time-off requests may not be permitted during high-volume periods, including but not limited to holidays, promotional events, or other peak business times.**

- **Blackout dates will be communicated to employees as early as possible to allow for planning.**

5. Fairness and Consideration

- **Management will make every effort to accommodate time-off requests while balancing the needs of the business.**
- **In cases where multiple requests overlap, priority will typically be given based on:**
 - **The order of submission (first-come, first-served).**
 - **The nature of the request, such as personal emergencies or significant life events.**

6. Confirmation of Approval

- **Employees will receive a confirmation email or notification once their time-off request has been reviewed and approved.**
- **It is the employee's responsibility to follow up with their manager if they have not received confirmation within three business days of submission.**

7. Consequences of Non-Compliance

- **Time taken off without prior approval or proper notice may result in disciplinary action, up to and including termination.**
- **Employees are encouraged to communicate openly with management to avoid any misunderstandings.**

We appreciate your cooperation in adhering to this policy, which ensures fairness and smooth operations for everyone. If you have questions or require clarification, please contact your direct manager.



Sales Expectations for Territory 5301

Welcome to Territory 5301—where we don't just meet goals; we set the standard for excellence. At Premium Wireless, we're all about going above and beyond, and we expect nothing less from ourselves and each other. Our daily and monthly sales expectations are designed to give us a solid foundation for success, but as a team, we know our true potential lies in exceeding them every single day.

Here are the minimum daily sales goals for each Sales Representative in Territory 5301:

- **Postpaid Sales: 2 activations per day**
- **A minimum of 8 conversations per hour about post paid accounts**
- **Prepaid Sales (Non-Warp): 3 activations per day**
- **Prepaid Sales (via Warp): 1 activation per day**
- **Accessories Revenue: \$200 in sales per day**
- **Protection Plans: 1 plan per day**
- **Public Announcements (PAs): 15 PAs per day**

In addition to these daily expectations, each store in Territory 5301 is tasked with achieving at least 41 postpaid sales per month. This is a benchmark we can—and will—surpass when we stay focused and work together as a high-performing team.

Now let's be clear—these numbers are the starting line, not the finish line. Territory 5301 has a proud reputation for being results-driven and relentless in our pursuit of excellence. Meeting these goals is important, but our mission is bigger: to outperform, outshine, and lead the way. Every conversation with a customer, every recommendation we make, and every solution we provide is an opportunity to go beyond what's expected.

We are committed to working smarter, delivering value, and building trust with every customer we serve. Accessories? Let's show them how the right extras elevate their

experience. Protection plans? It's not just a sale—it's peace of mind we're offering. Every PA we make? It's a step closer to building stronger customer relationships that last.

Hitting these goals isn't just about numbers—it's about embodying a mindset. As a team, we thrive when we challenge ourselves to reach higher. Let's support one another, celebrate every win, and continuously push ourselves to be the best territory in the company. Because at the end of the day, success isn't just about meeting expectations—it's about leaving them in the dust.

Let's get out there, crush these goals, and show the rest of Premium Wireless what Territory 5301 is made of!



Territory 5301 Dress Code Expectations

To maintain a professional and consistent brand image, all Territory 5301 Representatives are required to follow the Premium Retail Dress Code. These standards ensure that every team member presents themselves in a manner that reflects the company’s high standards of service and professionalism. How we present ourselves directly impacts customer perceptions and helps foster an environment of trust, reliability, and excellence.

Dress Code Requirements

The following items are mandatory for all Territory 5301 Representatives and must be worn during every shift:

- **Black Premium Wireless Polo – Your polo must be clean, wrinkle-free, and free from any stains, rips, or fading. It is essential to present a polished and professional appearance at all times.**
- **Khaki Pants – Full-length khaki pants are required. Pants should be neatly pressed and free from rips, holes, or fraying. Shorts, jeans, leggings, and other casual pants are not permitted. Pants should fit properly—baggy or excessively tight clothing is not appropriate.**
- **Black Shoes – Closed-toe black shoes are mandatory. Shoes should be clean and in good condition, with no visible logos or bright colors. Athletic-style shoes are acceptable if they are entirely black with no visible branding.**
- **Premium Lanyard and Name Badge – These must be worn at all times while on duty. The name badge should be clearly visible and not obscured by jackets or other clothing.**

Following these guidelines helps us maintain a consistent and professional appearance that aligns with the Premium Retail brand image.

Grooming and Appearance Standards

In addition to the dress code, personal grooming is a vital part of presenting a professional image. Every team member is expected to be well-groomed and maintain a clean, polished appearance.

- **Facial Hair:** If worn, facial hair must be neatly groomed and well-maintained. Full beards, mustaches, and goatees should be clean and trimmed regularly. Unkempt or excessively long facial hair is not permitted.
- **General Hygiene:** All team members are expected to practice good personal hygiene. Clothing should be clean and fresh, and nails should be neatly trimmed and well-maintained. Strong fragrances should be avoided out of respect for coworkers and customers.

Maintaining these grooming standards ensures that every team member presents themselves in a manner that reflects the high standards and professionalism of Territory 5301.

Disciplinary Actions for Non-Compliance

Adhering to the Territory 5301 Dress Code is not optional—it is an essential part of representing our brand and ensuring a professional work environment. Failure to comply with these expectations may result in corrective actions.

Depending on the severity and frequency of the violation, the following actions may be taken:

- Documentation of the dress code violation in the employee's file.
- Reduction of hours until compliance with the dress code is demonstrated.
- Possible termination for repeated violations or refusal to comply with dress code and grooming standards.

Team members will be given a reasonable opportunity to correct any dress code violations. However, repeated or intentional non-compliance may result in more serious consequences. Our goal is to support every team member in understanding and meeting these expectations, but it is ultimately the responsibility of each individual to comply with the standards set forth.

Commitment to Professionalism

Representing Territory 5301 means upholding the highest standards in both appearance and service. By adhering to the dress code and grooming standards, you contribute to creating a consistent, professional experience for our customers and help foster a positive, respectful workplace culture.

Your cooperation and commitment to these standards are essential to our continued success. Thank you for your dedication to excellence and for helping make Territory 5301 a great place to work and shop.



Territory 5301 Participation Expectations

"Teamwork makes the dream work." In Territory 5301, we believe that consistent communication, collaboration, and accountability are the keys to success. These expectations are designed to keep us aligned, motivated, and focused on achieving our shared goals. By following these guidelines, we will create a high-energy, supportive environment where everyone can thrive.

1. Group Communication & Engagement

Communication is the foundation of teamwork. Stay engaged and connected to your fellow team members through our primary communication channels.

- **Be attentive to group chats—don't miss key updates, announcements, or opportunities to contribute.**
- **Offer assistance when needed. If you see a teammate struggling, jump in and help! Your support can make a huge difference.**
- **Team huddles are essential. Make every effort to attend huddles on Teams or Discord, as these are opportunities to strategize, share updates, and boost morale.**

💡 Tip: Communication builds momentum—be active and present! When we're connected, we all win.

2. Check-ins & Shift Updates

Consistency and transparency keep us moving forward as one cohesive unit.

- **Post your check-in and check-out in the Discord Check-in/Out Chat within 5 minutes of starting or ending your shift.**
- **Stay accountable by posting sales updates in the 5301 Territory Chat on Discord at least every 2 hours, preferably every hour.**

- In addition, share updates in the Territory Public Announcement (PA) Chat at least every 30 minutes. These updates help us stay motivated and informed on what's happening across the team.

 **Why it matters:** Frequent updates help track progress, identify trends, and boost motivation across the team.

3. Public Announcements (PA) Strategy

Every moment is an opportunity to close a sale, but we need to adjust our strategy as we go.


- If you haven't made a sale by the halfway point of your shift, shift into high gear! Increase your Public Announcements (PAs) to every 20 minutes to maximize visibility and engagement.
- PAs are your chance to attract attention and secure momentum. Be creative, be energetic, and keep pushing until you get that sale!

 **Remember:** No sale is ever out of reach—stay hungry, stay focused, and success will come.

4. Store Walks: Another Tool for Success

In addition to Public Announcements, Store Walks are a powerful way to generate new business and engage with customers. When done correctly, a Store Walk can be the difference between a slow shift and a successful one.

- During a Store Walk, team members must hand out a flier from their booklet or a business card to introduce customers to Premium Wireless and what we offer.
- Use this opportunity to let customers know why Premium is inside Wal-Mart and how we can help meet their wireless needs.
- Stay focused. Store Walks are not an opportunity to shop, talk to friends, or get distracted. The goal is always to promote Premium Wireless and drive business back to your station.
- Store Walks should only be done when no one has been inside of the electronics department for a while (after doing two PAs and no response).

 **Tip:** Approach customers with confidence and a smile. Keep it simple and engaging, and always focus on how Premium Wireless can make their lives easier!

5. Sales Tracking & Accountability

Accurate tracking is critical for measuring progress and identifying areas of opportunity.

- **Update the Territory Sales Tracker at the beginning of each day in the main 5301 Discord Chat to set the tone for our daily goals.**
- **Ensure that all sales are logged in the Main Sales Tracker in the Discord Sales Tracker channel. This helps us maintain transparency and stay on top of our performance as a team.**
- **Track your personal progress and celebrate every win—big or small. Every sale moves us closer to our goals!**

 **Pro Tip: A well-maintained tracker is like a roadmap to success. Keep it updated to stay on course!**

6. Accountability, Professionalism, & Team Spirit

Success is a team effort, and every member plays a crucial role.

- **Stay engaged, stay accountable, and stay professional. Your commitment to these expectations ensures that we operate at our highest potential.**
- **Celebrate victories, learn from challenges, and lift each other up. The success of Territory 5301 is built on collaboration and positivity.**
- **Remember: We rise together. Your hard work, focus, and energy contribute to the overall success of our team.**

 **Motivation: Push beyond limits, be relentless, and remember—every day is a new opportunity to crush your goals!**

Let's go out there and make Territory 5301 the best it can be. Success is within reach when we stay connected, work hard, and support each other every step of the way!



Territory 5301 Discord Usage Policy

Purpose:

In order to ensure effective communication and collaboration within Territory 5301 and across the Cashville District, all team members are required to download and utilize Discord. This platform will serve as the primary hub for daily check-ins, progress tracking, and inter-territory communication.

Requirements:

- **Each team member must download Discord and create an account.**
 - **Upon joining, representatives will be added to two key areas:**
 - **Territory 5301 Channel (for internal team communication)**
 - **Cashville (District) Server (for district-wide collaboration)**
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Territory 5301 Channels & Usage:

- 1. General – The primary communication hub for our territory. Use this space for announcements, discussions, and general team coordination.**
- 2. Check-in/Out – Representatives must:**
 - **At the start of the day, post a screenshot of their Volt Check-in along with their daily goals.**
 - **At the end of the day, post their results and a screenshot of their Volt Check-out.**

3. **PA (Personal Appointments) – All video recordings of PAs completed throughout the day must be posted here for review and tracking.**
 4. **MTD (Month-to-Date Results) – This channel will be updated with the current monthly results, providing insight into our progress towards goals.**
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Cashville Server & Sales Tracker Usage:

The primary area of focus in the Cashville server is the Sales Tracker, where all completed sales for the district will be recorded. The process is as follows:

1. **The representative who secures the first sale of the day names the Sales Tracker and enters their name along with an appropriate emoji.**
2. **Subsequent sales are recorded by adding the representative's name and sales emoji to the list.**
3. **For additional sales, representatives will simply add their emoji next to their name to track their total sales for the day.**
4. **A full goal tally is maintained at the bottom of the tracker, and representatives must update this figure accordingly after posting their sales.**

Other channels within the Cashville server will be introduced during training.

Compliance & Accountability:

- **All team members are expected to use Discord professionally and follow these guidelines.**
- **Failure to consistently check in, track sales, or participate in required channels may result in corrective action.**
- **Questions or concerns about Discord usage should be directed to the team lead.**

By adhering to this policy, we ensure that our team stays informed, aligned, and focused on achieving our sales goals.