

Activity	Key Instructions	Goals	MATERIALS & SETUP	PROJECTED TASK TIME
<p>Identifying the fears, reasons and excuses that are inhibiting retail product recommendations</p>	<p>-Attendees will sit quietly for five minutes and think about how often their customers did not purchase home care from them.</p> <p>List the reasons this may have happened. Work from the perspective of their accountability</p>	<p>To eliminate all reasons for not recommending home care products to every guest who visits the spa.</p> <p>To increase retail sales.</p> <p>To increase customer retention by having better interactions through enhanced listening and validation</p>	<p>Flipchart or Whiteboard</p> <p>Markers</p> <p>-1 Notepad and Pencil or Pen.</p>	<p>1 Hours</p>