

# Design Document

**Training Title:** How to Run a Lemonade Stand

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| <b>Business Goal and Problem</b> | <b>To train new summer employees to successfully run the lemonade stand.</b> Success looks like lemonades or other beverages being made with an increase in customer satisfaction by 25%. Currently the business is hiring their new set of employees for the summer season who do not yet know how to make and sell lemonades up to business standard. The goal is currently not met because last year's employees are no longer working at the business and so a new group needs to be trained. Trainees are currently new to the business and do not know how to create the product. They have varying amounts of customer service skills. They are currently not taking customer orders correctly by starting with a greeting and then asking the customer what they would like. Also, they are making lemonades in an incorrect order, which is causing the drink to have too much ice and water. Because the drinks are watered down, there has been a decrease in customer satisfaction with the beverages. |
| <b>Target Audience</b>           | New summer hires for the lemonade stand, that vary in range of age, gender, etc. They have a limited knowledge of the business, all have some amount of customer service skills, but their length and type of expertise vary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Learning Objectives</b>       | <b>Terminal LOs:</b> <ul style="list-style-type: none"><li>● Recall appropriate greetings for the customer ordering process.</li><li>● Follow the steps needed to make a lemonade, lemon ice water, and ice water.</li><li>● Process cash or card payments for each customer.</li></ul> <b>Enabling LOs:</b> <ul style="list-style-type: none"><li>● Know the cup size, prices, and use of coffee stirrers instead of straws</li><li>● Be able to list ingredients.</li><li>● How to make change using USD.</li><li>● How to use the ipad register to process card payments</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Training Recommendation</b>   | <b>Delivery Method:</b> E-learning, created via Articulate Rise.<br><br><b>Approach:</b> Scenario-based learning. Training includes various mini-scenarios for the learner to interact with.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Training Time</b>             | 15 Minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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| <b>Deliverables</b>     | <ul style="list-style-type: none"> <li>• Story File</li> <li>• Published Zip File</li> <li>• Job Aid</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Training Outline</b> | <ul style="list-style-type: none"> <li>• <b>Course Overview</b></li> <li>• <b>Introduction &amp; Learning Objectives</b></li> <li>• <b>Greet a Customer</b> <ul style="list-style-type: none"> <li>◦ Five steps of greeting a customer</li> </ul> </li> <li>• <b>Knowledge Check</b></li> <li>• <b>Learn the Menu</b> <ul style="list-style-type: none"> <li>◦ Discuss the ingredients needed to make three different beverages in the stand.</li> </ul> </li> <li>• <b>Knowledge Check</b></li> <li>• <b>Make a Lemonade</b> <ul style="list-style-type: none"> <li>◦ Six steps that need to be followed in order to make a successful lemonade</li> </ul> </li> <li>• <b>Knowledge Check</b></li> <li>• <b>Process a Payment</b> <ul style="list-style-type: none"> <li>◦ Instructions for employees to handle both cash and card payment options</li> </ul> </li> <li>• <b>Summary</b></li> </ul> |
| <b>Assessment Plan</b>  | <p><b>Level 2 Assessment:</b> Graded, scenario-based quiz at end of training, 5 questions that are multiple choice, multi-select, or matching, 80% passing score. Three knowledge checks will also be included within the content, ungraded.</p> <p><b>Level 3 Assessment:</b> Managers will observe learners on the job <u>one month</u> after training to ensure the employees are implementing the correct lemonade making strategies. Also, an anonymous feedback bin will be available to customers and be reviewed by the manager to ensure that the employees, beverages and lemonade stand are up to satisfaction.</p>                                                                                                                                                                                                                                                                       |