Design Document

Honey Bee Salon & Spa

Business Purpose	Management noted that new hires struggle with expectations set at the point of hire. Employees seem to not grasp how the business runs through consistency and dependability. s eLearning module will be made up of on-demand trainings new and current employees can put into practice immediately. e behavior change expected due to this eLearning training is for a increase in shared cleaning and maintenance of 20% or more of the frustrations experienced by management. e salon will benefit from this training once implemented three-fold: ● The salon's hires will be dependable with specified tasks. ● Management will have fewer instances of ● The employees will be more aware of how to resolve simple computer issues.
Target Audience *Training Time*	e primary audience is the new and current employees that are not currently reaching expectations. Seat time – 15 minutes – Onboarding training and assessment allow for the employee to complete the learning objectives.
Training Recommendation	e 360 course is recommended as it is easy for employees to complete on their phones. "A Shift at Honey Bee" scenario (built in Storyline 360) will be built as the assessment to apply knowledge learned in the course.
Deliverables	● Design Document ● Script ● Audio/Voiceover Narration ● Rise 360 ● Storyline 360 knowledge checks and assessment
Learning Objectives	1. Identify salon expectations. 2. Sequence opening and closing procedures. 3. Recognize methods to bring in clientele.
Training Outline	Welcome to the Honey Bee ● Owners' welcome message Objectives ● Identify salon expectations. ● Follow opening and closing procedures. ● Recognize methods to bring in clientele.

	Salon Standards ● Personal Responsibilities (license, products for use, station, ● Shared Responsibilities (floor, waiting area, bathroom, shampoo area, trash) Open & Close ● Doors, Sign, Lights, Wax, Prep ● Sweep, Wax/Irons, Lights, Sign, Doors Cultivate Clientele ● Business Cards ● Local Festivals (Fall, Spring, Strawberry, etc.) ● Social Media Strategy ● Encourage Reviews and Referrals Summary ● Job Aids for reference/screenshot. ● Assessment
Assessment Plan	graded questions. uestion to identify salon expectations. uestions (hotspots) to follow open and close procedures. uestion to recognize methods to bring in clientele. :nario-based learning experience. Interactive by implementing Storyline 360. fine parameters of the final assessment ● This is a graded quiz. ● 10 questions. ● Multiple choice/response and hotspot questions. ● Passing score is 80%. ● 2 attempts to pass the quiz. ● Review feedback given.