

Return Policy Training Storyboard

Slide 1		Title: Main Menu	Time:
Media Notes		Screen Text:	Media Script:
Slide acts as the main menu for the learning module Images slowly fade in		Title: <i>Cabbages Return Policy Training</i>	None.
Media:			
Image	-Store Logo -Start Button		
Audio			
Music/SFX	-Soft background music -Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Start Button begins instruction		None	
Branching:		Advance:	
Next:	Slide 2 - Intro	By Dante	
Prev:	N/A		

Dante Legaspi

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Slide 2		Title: Introduction	Time:
Purpose and additional notes:		Screen Text:	Media Script:
Will introduce the learner to discerning whether to process a return, why it is necessary and how it is relevant to their current position. Explain the expectations for the learning: Not to memorize all the information but the thought process and how to gather the information to make an informed decision. Text fades in		Header: Welcome to Cabbage's Return Policy Training! Subheader: In this learning module, you will learn: - The general return policies - How to find the info you need to make the best decision - How to evaluate whether you should accept a product return	<i>Welcome to the Cabbage's Return Policy Training!...</i>
Media:			
Image	-Next Button		
Audio	Narration of Media Script by Dante		
Music/SFX	Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
<i>-Next button changes to next slide</i>		None	
Branching:		Advance:	
Next:	Slide 3 – Relevancy	By Dante	
Prev:	Slide 1 – Main Menu		

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Slide 3		Title: Relevancy	Time:
Purpose and additional notes:		Screen Text:	Media Script:
Slide will focus on why the training is relevant to the learner. Explain their responsibility and their unique position in the company.		Header: Why returns? Subheader: Why It's Important - One of the responsibilities in their position - Can satisfy customer issues leading to happier customer - Only position that can process a return other than Customer Service Assistant Manager and Manager	<i>Returns are one of the responsibilities you have as an Information Desk associate...</i>
Text fades in			
Media:			
Image	-Next Button		
Audio	Narration of Media Script by Dante		
Music/SFX	Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide		None	
Branching:		Advance:	
Next:	Slide 4 – Guidelines	By Dante	
Prev:	Slide 2 – Introduction		

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Slide 4		Title: Guidelines to Follow	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Will emphasize that the point is not necessarily to memorize all the policies, but to be aware of them and how to discern the information. Emphasize: -it's ok to tell the customer, "I don't know, but let me find out." -to not process a return		Header: Guidelines to Follow Subheader: You don't have to remember everything! -more important to learn how to find information to make an informed decision -you do not have to process every return, even though your job is customer satisfaction	<i>It's important to remember that you do not need to memorize all of the return policies. Instead, focus on knowing how to find the information you do not know so you can make an informed decision...</i>
Media:			
Image			
Audio	-Narration of media script by Dante		
Music/SFX			
Video			
Interaction:		Quiz:	
-Next button changes to next slide		None	
Branching:		Advance:	
Next:	Slide 5 – Questions to Ask	By Dante	
Prev:	Slide 3 - Relevancy		

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Slide 5		Title: Important Questions to Ask	Time:
Media Notes		Screen Text:	Media Script:
Slide will indicate important questions to ask when a customer asks about a return. Emphasize that most returns begin with these questions.		Header: Always ask: -Was there anything wrong with the product -Do you have your receipt? -Was this product used? -Do you have a membership with us?	<i>When a customer approaches about a return, there are a series of questions that you should always ask. These questions will make figuring out if you need to return the product smoother...</i>
Media:			
Image	-Photo of in-store information desk -Physical location of the policies highlighted -Next button		
Audio	-Narration of media script by Dante		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide		None	
Branching:		Advance:	
Next:	Slide 6- Scenario 1	By Dante	
Prev:	Slide 3- Guidelines		

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Slide 6		Title: Scenario 1	Time:
Media Notes		Screen Text:	Media Script:
Choose-Your-Own Adventure Scenario of a return where the learner SHOULD return the product. Should have 3 options in dialogue box. One of them should cause the scenario to fail but give the learner an opportunity to reflect and try again.		Title: <i>Customer wants to return a bag of chips</i>	<i>Customer: Hello, I would like to return a product.</i> <i>Answers based on response:</i> <i>-I have my receipt</i> <i>-The product was unopened</i> <i>-I would like to speak to your manager</i> <i>If player is successful in scenario:</i> <i>-Thank you for your time</i>
Media:			
Image	-Background is store from behind the customer service desk -customer must have three reactions based on dialogue chosen: 1. Neutral 2. Satisfied 3. Upset		
Audio	-Voice actor for customer if time permits		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
<i>-Three dialogue options will appear underneath a textbox once the scenario begins</i> <i>-Each dialogue box will prompt a different customer reaction and text to appear</i>		Will function as a knowledge check and a small assessment	
Branching:		Advance:	
Next:	Slide 7 - Recap	By Dante	
Prev:	Slide 5 – Questions		

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Slide 7		Title: Recap for Previous lesson about guidelines	Time:
Media Notes		Screen Text:	Media Script:
Reiterate previous lessons from the case scenario.		Header: Remember! -There are a few questions you should always ask -You can always ask someone else if you are unsure/uncomfortable returning the product	<i>Congratulations on completing the first scenario! Not all returns will be complicated, and that one was straightforward...</i>
Opportunity for reflection for the learner and reiteration by instruction.			
Media:			
Image			
Audio	-Narration of media script by Dante		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide		None	
Branching:		Advance:	
Next:	Slide 8 – Gen. Store Policies	By Dante	
Prev:	Slide 6 – Recap		

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Slide 8		Title: General Store Return Policies	Time:
Media Notes		Screen Text:	Media Script:
Have an image of where the general store return policies are physically located in the store. If possible, make it highlighted when mouse is over it, clickable and it will bring up a screenshot with the full page.		Header: General Store Return Policies Click on the return policy (holder?) to see the full return policy sheet.	<i>The general store policies can always be found on the customer service desk. Click on them to see the full page...</i>
Media:			
Image	-image of customer service desk facing toward the store		
Audio	-Narration of media script by Dante		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide -Clicking on the return policy on the image will open a textbox with the full return policy sheet			
Branching:		Advance:	
Next:	Slide 9- Key Policies	By Dante	
Prev:	Slide7 - Recap		

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Slide 9		Title: Key Policies	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Focus on the policies that would be the most useful and come occur the most often.		Header: Key Policies to Keep in Mind -While you don't have to remember all of them, these policies will help resolve a lot of common returns	<i>While it would be wise to know all of the store's return policies, there are certain ones that will come up more often. Pay attention to these key policies...</i>
Reiterate that it is fine to defer to someone if you are uncomfortable or uncertain.			
Media:			
Image			
Audio	-Narration of media script by Dante		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide			
Branching:		Advance:	
Next:	Slide 10- Specialized Info	By Dante	
Prev:	Slide 8- Gen Polices		

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Slide 10		Title: Specialized Information and Oddities	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Certain products from different departments have unique policies. Introduce this idea to the learner and discuss who to talk to depending on the department. An image with different symbols specifying specific departments could be effective. Clicking on the department's symbol could open up more information about who to talk to.		Header: Specialized Information and Who to Ask -Certain departments have different requirements for returns. Subheader: It is Always ok to say, "I don't know" -but always follow up with, "but if you give me a second, I can find out,"	<i>Certain departments have different requirements to return an item. It is important to be aware of them, or at least know who to ask if you are unsure...</i>
Media:			
Image			
Audio	-Narration of media script by Dante		
Music/SFX	-Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
-Next button changes to next slide			
Branching:		Advance:	
Next:	Slide 11- Scenario 2	By Dante	
Prev:	Slide 9- Key Policies		

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Slide 11		Title: Scenario 2	Time: 5 sec.
Media Notes		Screen Text:	Media Script:
Second scenario with a more complicated return. Will function as the assessment portion of the module. Scenario could be: -a product the customer ate, did not bring, but says it was spoiled. Does not have receipt but has a membership. Failing the scenario should allow the learner to begin again after a screen pops up explaining why the failed. (complexity still to be determined)		Header: Scenario 2	None
Media:			
Image			
Audio			
Music/SFX	-Soft background music -Clicking Noise when button is selected		
Video			
Interaction:		Quiz:	
<i>-Next button changes to next slide</i> <i>-Three dialogue options will appear underneath a textbox once the scenario begins</i> <i>-Each dialogue box will prompt a different customer reaction and text to appear</i>		Successful completion of the scenario will function as the final assessment.	
Branching:		Advance:	
Next:	Slide 6- Guidelines to Follow	By Dante	
Prev:	Slide 5- Gen Policies (cont.)		

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Slide 12		Title: Conclusion	Time: 5 sec.	
Media Notes		Screen Text:	Media Script:	
Congratulate the learner for completing the module. Reiterate key points about asking questions, trying to make the most informed decision they can, and being able to say, "I don't know..."		Header: Congratulations on completing the Cabbages Return Policy training Subheader: You don't need to know everything -always learn more -focus on good customer service skills	None	
Media:				
Image				
Audio				
Music/SFX	-Clicking Noise when button is selected			
Video				
Interaction:				Quiz:
-Next button brings the player back to main menu				
Branching:		Advance:		
Next:	Slide 1- Main Menu	By Dante		
Prev:	Slide 11- Scenario 2			