

READY!

ESSENTIALS

Happy Monday!
WELCOME TO DAY 1

We will start at 10:10 am



WELCOME TO TEAM MAGENTA



WELCOME TO TEAM MAGENTA

Intro

Today is all about:

- ✓ Discovering why working at T-Mobile is fun and exciting
- ✓ Getting to know each other
- ✓ Seeing customer interactions in action



TRAINING EXPECTATIONS



**WHAT WILL
WE DO**

to make sure we have a great learning experience?

New Hire Training Expectations

Ready! Essentials Training Experience

- **Commit to your Training**
 - Attendance is required
 - Arrive on Time
- **Own your own Learning**
 - Engaged in the discussions and activities
 - Avoid side conversations
 - Actively Listen
- **Maintain confidentiality**
- **Participate and Have FUN**
 - Discussions
 - Activities
 - Skill Practices
- **Respect**
 - Different Ideas
 - Peers
 - Trainer
- **Silence devices**

In-Store Virtual Training Guidelines

- **Zoom ID:**
 - **988 2451 2952**
- **No smoking, vaping, or smokeless tobacco use during training, sales floor or backroom area**
- **Your video needs to be turned on, and the camera needs to be focused on you**
- **No zoom backgrounds allowed during training**
- **You may not connect to training while outside of the store (home, car, etc)**
- **Be on time, in uniform, and ready to learn**



T-Mobile Uniform

Dress Code

- **Shirts:** Black T-Shirt with no logos, designs or buttons until you receive your T-Mobile branded T-Shirts.
- **Pants:** Dark Blue or black jeans with minimal fading or wear. Rips or frays, excessively tight or baggy, leggings, slacks or joggers are NOT approved.
- **Shoes:** Sneakers are the only shoe type allowed. Black, white, magenta or gray are the only acceptable colors.
- **The T-Mobile name badge** should be worn on the employee's upper right chest, without covering any of the uniform shirt graphics during the employee's scheduled shift.
- Maintain good personal hygiene and grooming. Hair and facial hair must be kept neat, clean and well groomed.
- Only **T-Mobile jackets** are acceptable In-Store



Uniforms & in-store wear C2 ID: **23b55** / Magenta Uniform Store: <https://www.magentauniforms.com/>

Jeans Color Guide



Shoe Policy

THIS!
Back to Brand Basics:
Black – White –
Magenta – Gray

Shoes Guide

Approved	Unapproved
	
	
	
	
	

Back to Brand Basics:
Black – White – Magenta – Gray

Sandals, boots, dress shoes,
and non-branded colors

NOT THAT!
Sandals, boots,
dress shoes and
non-branded
colors



MOBILE STORE OPERATORS



MOBILE STORE OPERATORS

Standard Operating Procedures (SOPs)

Contents:

1. Appearance & Dress Code
2. MSO Facilities
3. Sales Floor Etiquette
4. Device Usage
5. Communication
6. Time Keeping Policy
7. Schedules
8. Attendance
9. Tardiness
10. Training
11. Inventory Control
12. Back of Store Programs
13. Cash Handling



MOBILE STORE OPERATORS

Paid Time Off MSO Policy

Paid time off is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Paid Time Off (PTO) Policies vary across positions.

PTO Requests

To take vacation, employees must request PTO on ADP at least 30 days in advance to receive approval from their supervisor. This request must be submitted and approved on ADP by your supervisor before taking PTO. Supervisors reserve the right not to approve a vacation request if it interferes with the needs of the business or adversely affects coverage of job and staff requirements. While a 30-day notice may not always be possible, MSO will try to accommodate requests submitted if it does not adversely impact business. Whenever possible, employees' requests for paid time off will be accommodated, but where scheduling conflicts arise, seniority and workload priority will prevail.

Maximum paid time off to be taken at any one time is five (5) days unless advance approval is granted. Paid time off can be taken in minimum increments of one full hour. MSO has PTO restrictions during blackout period(s): 1 week before Black Friday through Black Friday weekend, December 15th- December 28th. Any deviation must be approved in advance by senior management.

Any days taken without prior approval will be non-paid days and will be deducted from payroll. Repeat offenses of this nature may lead to termination. VP and Leadership must approve all PTO requests for: District Managers, Trainers, and Senior Management. The Sales Director must approve Retail Store Managers, and Retail Sales Associates.

Managers should be approving PTO requests on ADP weekly on Tuesdays and Fridays.

PTO Pay Rate

Paid time off is paid at the employee's base pay rate at the time of the requested time off for the number of hours absent. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

Unless required by state or local law, accumulated paid time off not used by the end of the benefit year, will be forfeited, and will not roll into next calendar year.

Payment of Unused Paid Time Off Upon Termination

You will not be paid out for any remaining accumulated, unused time upon termination of employment unless mandated by local or state law. PTO may not be used during a resignation notice period.

PTO Policy Commissions

Employees that request PTO (in adherence to PTO Policy) will be given a pro-rated goal. Applies to employees with a minimum of 5 days of approved PTO.

SOP



PTO Policy



Documents

READY!



2013

**Un-carrier
Revolution**

2014 - 2019

**Rapid Growth
and Expansion**

2020

**Joined Forces
with Sprint**

2021 - 2022

**The World's Best
5G Network**

THE TIME IS NOW

**The World's Best
Customer Experience**



INS AND OUTS OF READY! ESSENTIALS

WELCOME TO TEAM MAGENTA

Ins and Outs of Ready! Essentials

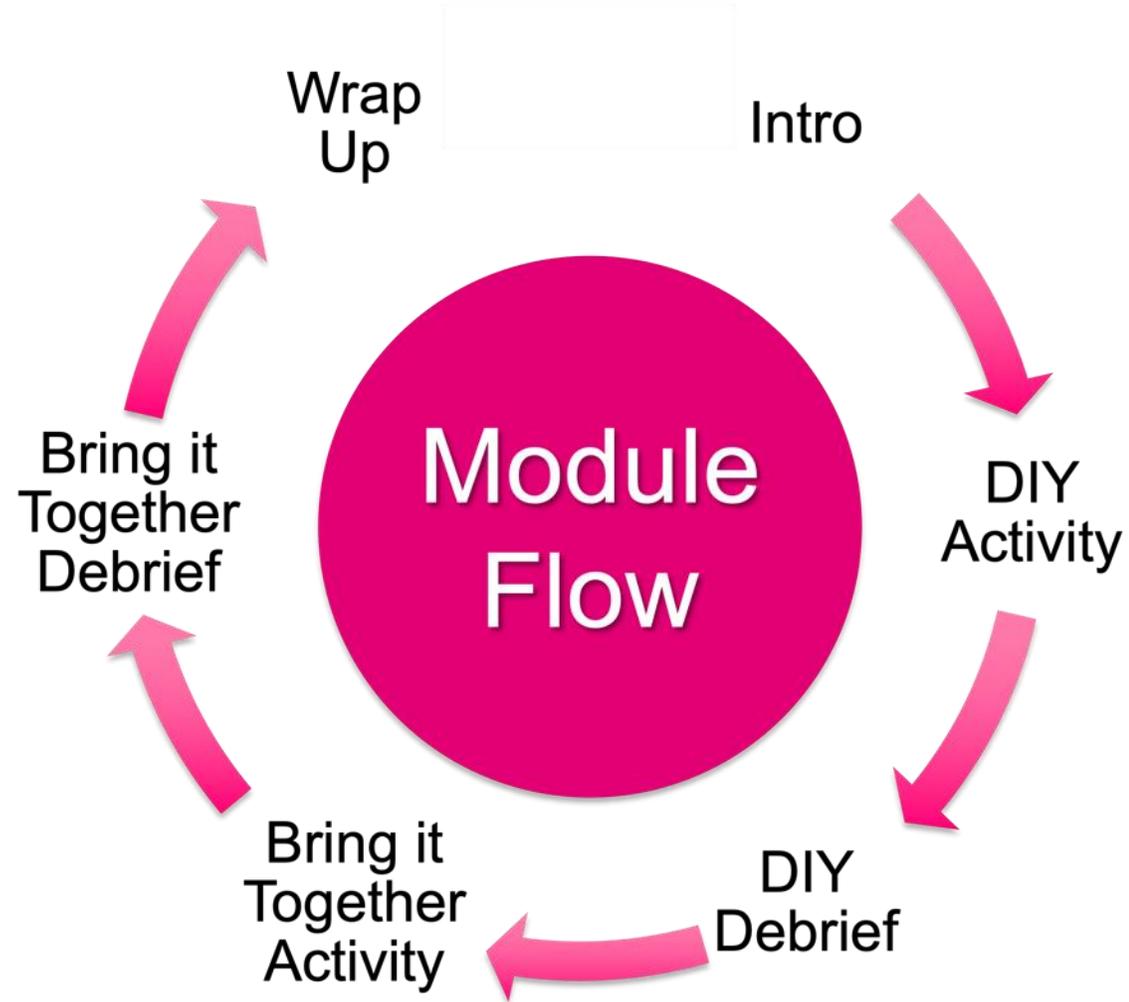
- Two-week Instructor-led course
 - Classroom training
 - Self-guided learning
 - Web-based training (WBTs)
 - System Simulations
 - Videos
 - Knowledge Checks
 - Skill Practices
- Certification
 - Two Knowledge Checks
 - Two Skill Practice Evaluations





WELCOME TO TEAM MAGENTA

Ins and Outs of Ready! Essentials



ARE
YOU
WITH
US?TM

T-MobileTM

THE UN-CARRIER[®]



CREDENTIALS INTERMISSION



MOBILE STORE OPERATORS

ZOOM Meeting

Training Schedule: Monday to Friday from 10:00am to 6:00pm.

Open Zoom, and be connected to your trainer's Meeting ID below:

Zoom ID: _____

MSO Email

To reset your MSO password, go to selfservice.trocglobal.com
On your personal smartphone, download the Outlook app to have easy access to your email. You may also access at portal.office.com

Access Confirmed: Yes / No **Initials:** _____

Dress Code

- All black shirt
 - Dark blue or black denim jeans (no leggings/jeggings, yoga pants, etc.)
 - Black, white, gray, or magenta sneakers
- Make sure you follow this daily. **NO** hats, jackets, etc. are to be worn on the sales floor or on camera during the virtual training

Initials: _____

Magenta U

You will access Magenta U in Safari on your REMO tablet

Website: <https://t-mobile.mlearning.com/>

Login: Your TMO email address and Pass

Access Confirmed: Yes / No **Initials:** _____

Required T-ROC Trainings

- How to Log in to ROCit:
 - Step 1:** Open Chrome
 - Step 2:** Open "New Incognito Window"
 - Step 3:** Open <https://www.troclearning.com/momentum/index.php>
 - Step 4:** Tap "Login" in ROCit
 - Step 5:** Tap "T-ROC Employees" and log in using your MSO email and password

Trainings Completion Date: _____

Store Manager Signature _____

- Cybersecurity
- Harrasments (6 total)
- Wage and Hour for Employees

Access Confirmed: Yes / No **Initials:** _____

I9

Please ensure you bring your identification documents with you to complete your federal I9 Employment Eligibility form with your Store Manager (RSM) on your second Day of Training/Shadow.

Completion Date: _____ **Initials:** _____

Download These Apps

- Microsoft Outlook
- Microsoft Multi factor Authenticator
- Teams
- Vision by Mobile Insight

Completed: Yes / No **Initials:** _____

ADP

You will use ADP every day to clock in and clock out for your shift and any breaks/lunches. Any missed punches need to be emailed to your RTSM ASAP from your MSO email and we will ensure that they are fixed! Download the app on your phone for easy access to your paystubs. You will clock in & out using the store computer. You will also use ADP to enroll in Direct Deposit.

ADP User: _____

ADP Pass: _____

Access Confirmed: Yes / No **Initials:** _____

Training Guidelines

- No smoking, vaping, or smokeless tobacco use during training or in the store
 - Be on time, in uniform, and ready to learn
- Your video needs to be turned on, and the camera needs to be focused on you
 - No Zoom backgrounds allowed during class
- Attendance is required for the 2 weeks of virtual training
 - Participate often!

You may not connect to training while outside of the store (from home, from your car, etc.)

Initials: _____

MSO Email: _____

MSO Password: _____

TMO NT ID: _____

NT Password: _____

YubiKey Pin: _____

Sales Code: _____

SAP: _____

TMO Email: _____

Viva Tracker User: _____

Viva Tracker Temporary Pass: msorocks



LUNCH BREAK

We will continue at 1:45PM! Enjoy 😊



CREDENTIALS INTERMISSION

We will resume at 2:30PM!

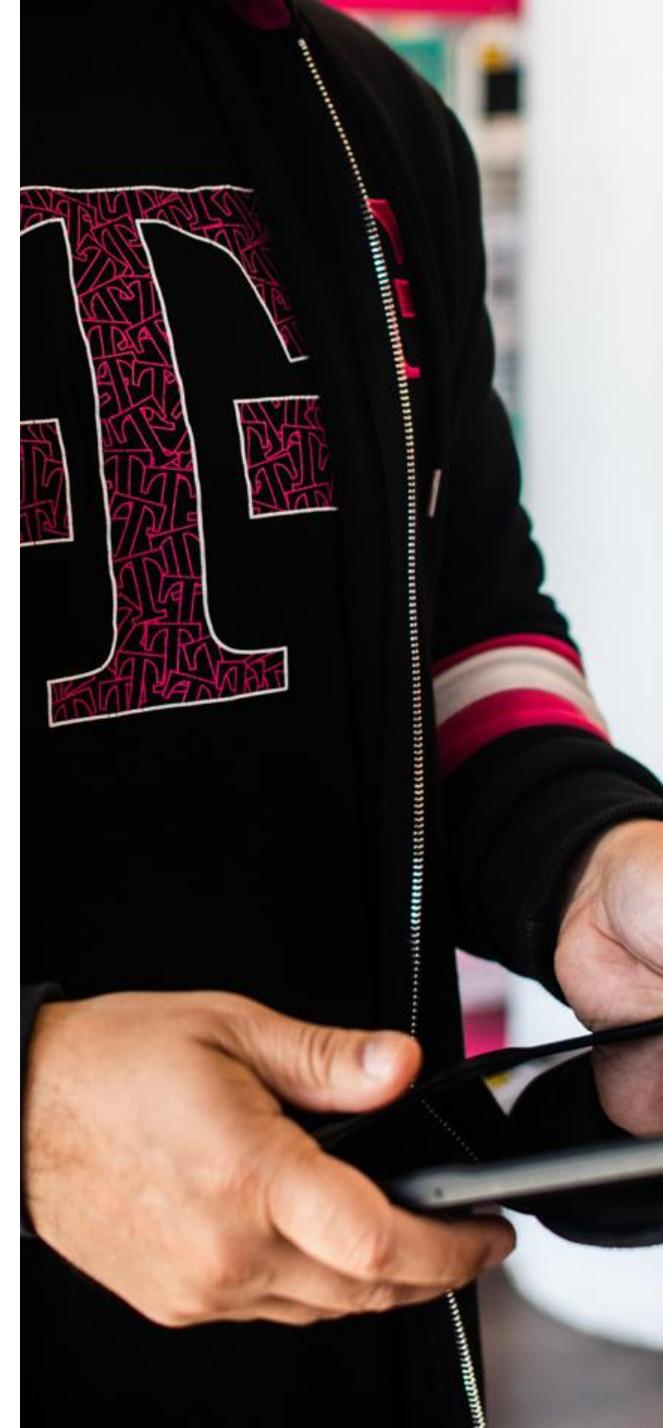
TOOLS & RESOURCES



WELCOME TO TEAM MAGENTA

Tools & Resources

- **Retail Mobility (REMO):** the tablet used to access systems and tools while side-by-side with customers.
- **The HUB:** an awesome digitally accelerated tool on REMO that creates the ultimate Un-carrier Experience in our stores.





WELCOME TO TEAM MAGENTA

Tools & Resources

REMOs - Our BFFs! Here is how we'll keep them in optimal health:

- At the beginning of each day, end of each day, or before sharing your REMO with a peer, clear history and website data:
 - Tap Settings
 - Tap Safari
 - Tap Clear History and Website Data
- Make sure they are charged nightly, ideally on the REMO Health Charger.
- REMOs should always be connected to Wi-Fi for optimal connection.

Q & A





T-MOBILE VALUES

T-MOBILE VALUES

Intro

LOVE OUR CUSTOMERS.

We don't just do customer service. We do customer love.

Simply put, their "happy" is our "happy."

ONE TEAM, TOGETHER.

We celebrate each other. Listen to and empower each other. Include each other. We value what each person brings.

That's how we win.

DREAM BIG AND DELIVER.

We aim high. We step out. Take smart risks and own our results.

We act like owners, because we ARE owners.

DO IT THE RIGHT WAY. ALWAYS.

We do the right thing. For our customers, our shareholders, society, and each other.

Every time.

WE WON'T STOP.

We are relentless. Striving. Never complacent. We find a way, busting down barriers.

We don't wait for change, we make it.



UN-CARRIER MANIFESTO

THE DOWNLOAD

- What do you think the key messages are in the Un-carrier Manifesto video?
- Which of our T-Mobile Values is the most important?

Q & A



DAY 1

On Your Own Activity / We will continue Zoom tomorrow at 10:00am

COMPLETE in Magenta U

Navigate to **The Hub**:

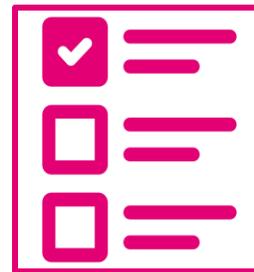
- **Drop down Quick Links**
 - **Open & Explore C2**

Navigate to The Hub **Main Navigation Panel**:

- Open **Customer Ready**
 - See all News & Promotions

Using a PC or Laptop (does not work on REMO):

1. Navigate to ROCit
2. “My Courses” or “Enrolled Courses”
3. Complete the following T-ROC Trainings:
 - **Active Shooter**
 - **CPNI and PCI Training**
 - **Cybersecurity Training**



T-ROC Trainings

How to Log in to ROC it:



- Chrome
 - Open “Settings”
 - Clear “Browsing Data”
- After *Browsing Date is cleared*
Open a “New Incognito Window”
- Open:
 - <https://www.troclearning.com/mentormentum/index.php>
- Tap “Login” in ROC it:
Tap “T-ROC Employees”
Log in using your MSO email and pass