Introductions

Example Trainer Introduction

Hi everyone and thank you for embarking on an exciting journey with Verifone. My name is *Your Name* and I'll be your trainer. Over the next three weeks we'll learn about Verifone products and services, scope of support and how to support using our tools and resources, along with call handling procedures and best practices. (See Think About and share more detailed information about yourself.)

Use the Notes section on the following page to detail other information you want to share about yourself.

Instructional Objectives

- Define role to agents
- Describe Verifone agent training experience
- Explain Volt relationship and support

Volt Introduction

A Volt representative will typically escort the new-hire agents from the lobby to the classroom, as well as begin the day in the classroom to take headcount. Volt will be addressing the following topics with the agents to ensure they have received enough information to begin their duties:

- Communication w/Volt
- Paychecks
- Workday
- Absenteeism
- Benefits and dress code

Now that you know a little more about me, the Verifone/Volt partnership, and administrative details, let's get to know each other! You'll be working together very closely over the next three weeks and it's important that we're comfortable with one another.

Instructor Notes

Personal Interests

- **Family: My wife, Hannah and I have 6 kids. We've been spending lots of time together lately due to the world pandemic. We have game night, play videogames together, and have lots of fun. That many people in one house can be challenging but we're making it work and enjoy each other.**

- **Videogames: I went to school to be a videogame designer. I've been gaming since the days of Intellivision and that continued once I got my own Commodore 128. My whole family loves videogames. We have over 20 videogame systems in our house.**

- **More items go here**

Verifone Hardware

Introduction

As a Tier II Technical Support representative, your primary focus will be assisting customers with issues facing their network, configurations, and devices in Convenience Stores (C-Stores). It is important to be aware of each category to ensure nothing is missed. Throughout training, you will become familiar with different aspects of each, starting with our devices.

90 Mins
This module contains: ☒ Lecture ☐ Activity ☒ Discussion
PG: 10-29
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Instructional Objectives

- Identify Verifone Petro equipment

- Describe Verifone Petro equipment functionality and use

- Give examples that tie familiarization of equipment to troubleshooting

KEYS TO SUCCESS
» Introduce the device name, give the definition, then provide real-world example of use if applicable. » Encourage use of One-Note and note-taking. » Avoid technical jargon. At this stage it isn't helpful. Remember that these students are new. » Use analogies to speak to form and function of equipment.

CONSIDER
The differences between Commander, Ruby CI, Ruby2, etc. can be difficult to grasp initially. How can you describe what differentiates this equipment for the agent that is easy to comprehend?

Verifone Hardware

Discuss

Q: What is the biggest visual difference between the Topaz and Ruby2 workstations?

A: The keyboard! When viewing a customer's account, their information should reflect the type of equipment they have but should always be confirmed. Asking the site if their register has a keyboard would be a pretty good indicator to which piece of equipment they are working with.

Q: Which device can control the gas station's pumps but doesn't have a screen physically attached to it?

A: The Commander! It looks like a VCR or desktop computer and can attach to a Topaz. In the upper left corner of the Commander is a Verifone logo that illuminates in blue when the device is on.

Activity

1. *Ask the agents to separate into groups defined by the colors assigned.*
2. *Assign a leader for each group.*
3. *Place the equipment images on the left whiteboard.*
4. *Place the item names on the right whiteboard.*
5. *Ask a volunteer to help you. This individual will start/stop the timer on your command.*
6. *Explain to the 1st group that on your cue, the leader will match the item description to the appropriate picture.*
7. *Take the Commander label and put it underneath the Commander picture to demonstrate. Reset when finished.*

Participate

8. *Tell the first group to label all the pictures and start the timer.*
9. *When all the answers are correct, tell the volunteer to stop the timer.*
10. *Write the time down of the first group. Continue through the remaining group*