

Academy



REGIONAL MANAGER

Academy

Trainer Assessment Guide

The companion guide to the
Regional Manager Academy

Easy. Clean. Service.

Trainer Assessment Guide

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(Store should be Tier 3, Tier 4, or Tier 5)
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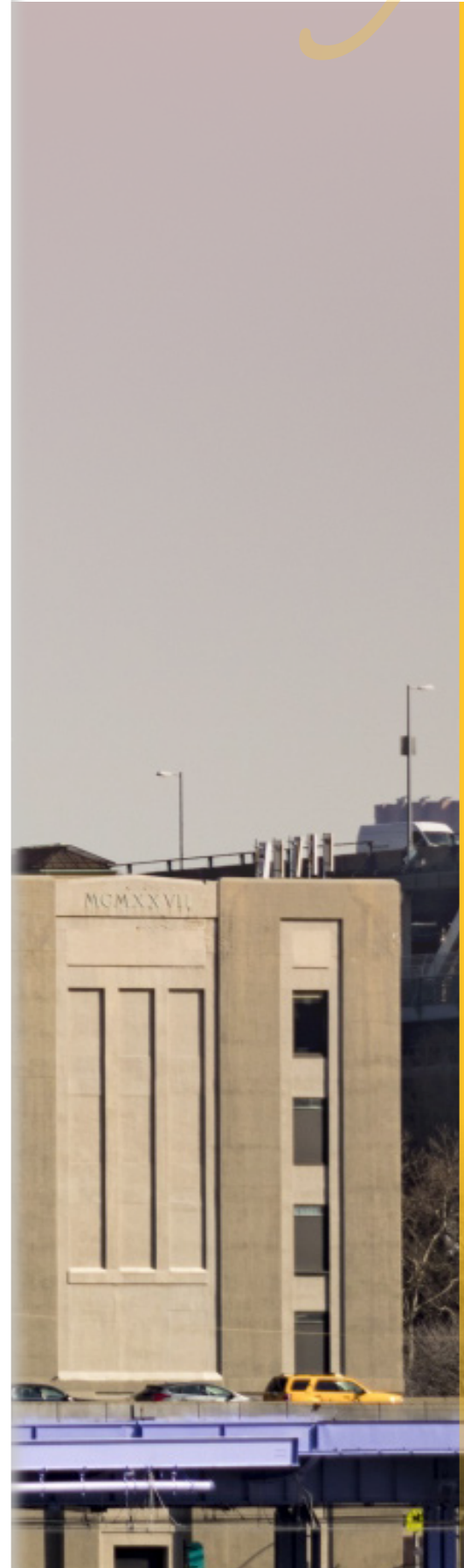
- Rental Manager Management
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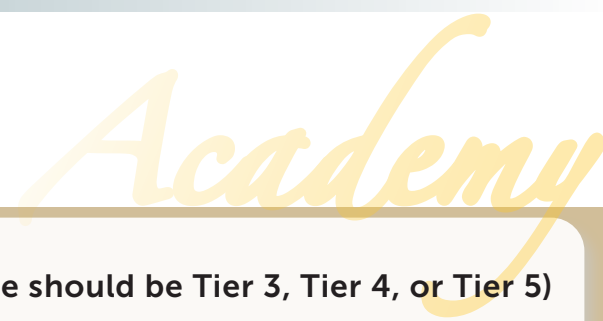
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Introduction

Training Location Considerations



Choose the Best Store for Training and Development (Store should be Tier 3, Tier 4, or Tier 5)

1

Store must not be on the Direct Impact Watch List

2

Store must be have high enough traffic count for repetitious experience
(Not Overwhelming or Chaotic)

3

Store must be where there is a strong system of daily routines

4

Store must be fully staffed based on tier

5

Store must be outside of RM in training's own region

6

Store must have adequate space to do LMS Training (Consider desk space and 2 work stations)

7

Store should meet the brand standard in cleanliness, general upkeep, and maintenance

Choose the Best Manager for Training

1

Manager must have Good Business communication, Promoting the company initiative beyond obstacles

2

Manager must be familiar with New Training Expectations and Training Check Lists

3

Manager must display strong KPI performance

5

Manager must be an expert on Daily Processes and Routines

6

Manager is not currently on a Performance Improvement Plan (PIP) or pending discipline

7

Manager must be empowered to hold trainees accountable for performance and progress through training.

IE. If there are red flags or trainee created obstacles, they should address and escalate to RM where needed.

Store Manager Trainer Considerations



Routines/Compliance to Consider

☐ Rental Manager Management

1

Consistent Compliance with 1st Call Expectations

2

Consistent compliance with follow up calls on Bookings in Rental Manager

3

Strong Obligation to Sales Principles and Verbiage in relation to all booking types

☐ Delinquency/Credit Management

1

Consistent timely/strategic collection attempts

2

Minimal 4th Credit Violations

3

Notes for All Credits

4

Displays good reasoning for credits



Unit Management/Vacate/Units Out Of Service Management

1

Consistent Compliance with Daily and Weekly Lock Check and Walk Throughs

2

Consistent Use of the Vacate Queue for Pending Vacates

3

Maintenance and Company Units within Compliance with Strong Management to Bring Units out of Service online



Customer Service

1

Consistent weekly Google Reviews (1-2 per week)

2

Minimal Customer Complaints

Regional Manager Trainer Considerations

Training Regional Manager (RM) Qualifications

1

Region must be adequately staffed to afford the RM the ability for uninterrupted training

2

RM must have a consistent track record of implementing new company policy and procedure

3

RM must have Good Business communication, Promoting the company initiative beyond obstacles

4

RM's region must consistently meet KPI and revenue expectations

5

RM must have intimate knowledge of Report's Center and Tableau Reporting and how to use them to direct their team and drive KPI's and revenue

6

RM must consistently demonstrate accountability for performance with staff with strong documentation in employee files.

7

RM must have consistent track record of requesting and completing Capex and maintenance projects

8

RM must have strong knowledge of their market and competitors

9

RM must show consistent ability to manage rates, unit mix and requesting UCR with Revenue Management

10

RM must be consistent with store visits, audits, and documentation about them

11

RM must hold consistent weekly meetings/conference calls with their team

12

RM should have intimate knowledge of the management LMS training system and timeline

13

RM should be capable of working a field position and running a store's daily operations

14

RM should not have any stores on the direct impact watch list

15

RM should have a strong relationship with all departments

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This is a good place to write down your logins, questions etc.





Regional Manager Academy **Trainer Assessment Guide**

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A companion guide to the Regional Manager Academy

Any questions, please contact the Training Department at:
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Created by the Training Department at StorageMart's Home Office

Designed in Columbia, MO



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