Exhibit 7-1: Sample Training Session Scripting Sheet, Completed

Session title: Selling tickets, collecting money, and giving change

Target audience: State fair ticket sellers [15 participants per session]

Time allotted: Two hours, 30 minutes

Objectives:

Overall objective:

Participants will be able to sell the exact number and type of tickets, collect the exact amount of money, and give the correct change for any customer without error and at an average time of 20 seconds per transaction (maximum eight people per transaction).

Specific objectives:

- Identify the exact numbers and types of admission tickets the customer requests.
- Calculate the exact total cost in 10 seconds with no errors.
- Collect the correct total amount with no errors.
- Give the customer the exact change with no errors.

Do	Say	Resources	Time
• Smile warmly. Pose questions to group.	• Ask: "As you face this new job as ticket sellers, what concerns, even fears, do you have right now?"		• Eight minutes
• Write responses on flipchart (F/C).	• State: "As I point to each item you have given me, raise your hands if you feel this. I'll write down the numbers."	• F/C and felt-tip markers.	
• Point to each item on the F/C, count raised hands, and jot down number.	• State: "As you can see, quite a few of you share the same fears and concerns. Let me assure you that this is normal. Everyone is a bit scared of the unknown. What is great for you is that this session will lay a lot of those concerns and fears to rest. Let's see why."	• F/C and felt-tip markers.	

Do	Say	Resources	Time
• Show key points from rationale.	• Explain how this session prepares the learners to serve the customers despite all the noise and pressures. • Stress the benefits and fun the learners will derive from the practice exercises in this session, and that they possibly will win prizes.	• Prepared F/C sheet with session benefits for learners.	
• Show prepared F/C with objectives. • Read, explain, and discuss overall and specific objectives. Move briskly. If there are concerns, put these on a separate sheet for handling later.	• State: "Here are the objectives for this session. Let's read the overall one first and discuss it. Then I'll briefly explain each of the specific objectives you will achieve by the end of this session.	• Prepared F/C sheet with objectives.	• Three minutes