

A woman with dark hair is leaning over a white surface, adjusting a red high-heeled shoe. A man with grey hair and glasses is taking a photograph of the shoe with a professional camera. The scene is set in a studio or workshop with a white backdrop.

# CR Online

Orientation Training

A large teal circle with a white border, positioned on the right side of the slide, partially overlapping a background image of a person's legs in high heels.

# Lesson 1

## The Why

Mission / Vision  
Commitment to Excellence

### ***Project Details***

*Estimated time to complete 25 minutes*

Video- Lesson One - Mission/ Vision - The Why

*Task to Complete*

Workbook- Lesson One

Discussion Board

Collage

# LESSON ONE

### ***Lesson Objectives:***

By the end of this lesson you should be able to outline the mission/vision of CR Online.

1. The \_\_\_\_\_ is the difference between bad experiences and amazing experiences.
2. CR Online believe value is in \_\_\_\_\_ and not \_\_\_\_\_.
3. The three main products are: \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.
4. CR Online \_\_\_\_\_ plans and coordinates every aspect of the business to meet the goal of an amazing customer experience.
5. The first step is \_\_\_\_\_
6. What is the return policy for CR Online
  - 24 Hour
  - 30 Day
  - 60 Day
  - No Returns Allowed

A large teal circle with a white border, positioned on the right side of the slide, partially overlapping a background image of a red high-heeled shoe.

# Lesson 2

Photography and Listing

Photography 101  
How to List



### **Project Details**

*Estimated time to complete 60 minutes*

Video- Lesson Two - Photography & Listing - The How

*Task to Complete*

Game-Flash Round

Workbook- Lesson Two

Discussion Board

List 3 Items Using Listing Template

# LESSON Two

### **Lesson Objectives:**

By the end of this lesson you should be able to produce a high-quality listing complete with photos

1. MIT research indicated that our brains can process images in as little as \_\_\_\_\_

2. Setting up the photography station you need

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

d. \_\_\_\_\_

f. \_\_\_\_\_

g. \_\_\_\_\_

h. \_\_\_\_\_

3. To create a high-quality title, what should the order be

Brand+Gender+Product Type+Attributes (color, size, material)

Brand+Attributes (color, size, material) +Gender+Product Type

Gender+Brand+Product Type+Attributes (color, size, material)

A large teal circle with a white border, partially overlapping a background image of a person's legs in a skirt and red high-heeled shoes.

# Lesson 3

## The Overview

Team Members  
Various Roles  
How We All Fit Together

### ***Project Details***

*Estimated time to complete 45 minutes*

Video- Lesson Three - Processes and Departments

*Task to Complete*

Workbook- Lesson Three

Scenario Project

Create Organizational Work Flow Chart

# LESSON THREE

### ***Lesson Objectives:***

By the end of this lesson you should be able to breakdown the production roles and how department supports the others in creating high-quality positive shopping experiences.

1. The inventory control team member has to inspect the items for \_\_\_\_\_ , \_\_\_\_\_ , and \_\_\_\_\_ that could \_\_\_\_\_ our ability to sell the product.
2. Photography team members will take a minimum of \_\_\_\_\_ pictures including \_\_\_\_\_ .
3. Marketing team member creates \_\_\_\_\_ and once completed will forward item to \_\_\_\_\_.
4. Shipping team members to include \_\_\_\_\_ and \_\_\_\_\_ with package they mail.
5. CR Online aligns team into \_\_\_\_\_

# LISTING TEMPLATE

1. Title \_\_\_\_\_

2. Category: \_\_\_\_\_

3. Condition Description: \_\_\_\_\_

\_\_\_\_\_

4. Insert Photos (you will not add photos to this template, this is to remind you it should be the 4th task you complete when listing)

5. Item Specifics:

Brand: \_\_\_\_\_

Size Type: Regular

Plus

Petite

Type: Blouse

Button-Up

Polo

Tank

T-Shirt

Neckline: \_\_\_\_\_ Sleeve Length: \_\_\_\_\_

Pattern: \_\_\_\_\_ Material: \_\_\_\_\_

6. Item Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. Price: \_\_\_\_\_ Best Offer: \_\_\_\_\_ Sales Tax: Florida 6%

8. Payment Policy: \_\_\_\_\_

9. Shipping: Over 12oz

Under 12oz

Other

10. Click List Item