

## Sample Training Plan

This is a sample training plan for a company that makes a smartphone app for travelers who are exploring new cities.

**Customer Service Vision:** \_\_\_\_\_

### Objectives

Organizational culture, structure, and governance

1. What is the customer service vision?
2. What does the customer service vision mean?
3. How do you personally contribute to the vision?

### Training Plan

How will you ensure employees answer the three questions above?

Step	Action
1	
2	
3	
4	

## Reinforcement

How will you reinforce what was learned so employees retain this knowledge?

- **Challenging assignment:** \_\_\_\_\_
- **Coaching or mentoring:** \_\_\_\_\_
- **Formal training:** \_\_\_\_\_