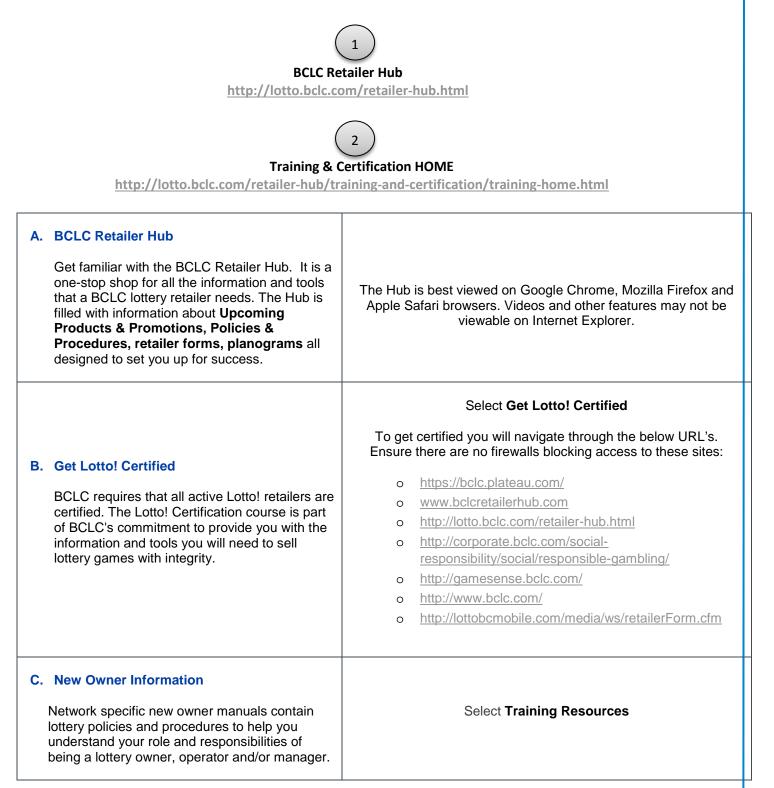
Self-Guided Retailer Training Program



The Self-Guided Retailer Training Program guides you through the training resources available on BCLC Retailer Hub Training & Certification pages. Follow the order recommended below to maximize learning outcomes.





D.	Providing excellent customer service can increase your profit and strengthen customer loyalty. One way of achieving this goal is by offering product knowledge and being able to answer players' questions.	Select Training Resources view or print the Lotto! Online Product Guide **Also click into each Game tab located across the top of the Retailer Hub pages to learn more including 'how to play', 'prizes & odds' and 'recent winning numbers'.
E.	Lottery Terminal Training Learn how to operate and maintain your lottery terminal. Following proper procedures can minimize technical issues and can improve customer service and integrity.	Select Training Videos
F.	Understanding Your Scratch & Win Business	Select Training Resources
G.	Hands-On Terminal Training Providing timely coaching and feedback to a new staff member increases engagement and confidence.	Shadowing Partner experienced staff with new staff to learn how to use the lottery terminal. Shadowing is an effective way to train, it allows for questions and clarity real-time.