

MARKETING FEES					\$18,000				\$9,000				\$9,000				\$9,000				\$9,000					
		February 23 - March 14			March 15 - April 11				April 12 - May 16				May 17 - June 13				June 14 - July 11				July 11 - August 15					
RECRUITMENT & ADMISSIONS DEPARTMENT		WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12	WK13	WK14	WK15	WK16	WK17	WK18	WK19	WK20	WK21	WK22	WK23	WK24	WK25
Strategy	Individual evaluations and position match assessments																									
	Audit any additional collateral and begin listening to call recordings																									
	Compensation modeling and compensation packages discussion																									
	Org chart map V1																									
	Shadow calls and meetings																									
Dev	Define lifecycle stages for recruitment and admissions																									
	Clearly define value proposition and differentiators in tandem with marketing																									
	Job descriptions, quotas/scorecards/KPIs, including clearer defined roles																									
	Playbook: Build workflow process map for all internal roles, customer journey maps, recruitment journey map																									
	Playbook: Prospecting process for Outreach, ICP, and buyer-persona																									
	Playbook: Communication cadences, IB vs OB phone scripts, Objection handling flowcharts																									
	Playbook: Presentation scripts, email templates for all departments, and phone scripts for referrals																									
	Playbook: Revamp auto texts and emails, bulk texts and emails																									
	Playbook: Handoff to different departments																									
	Playbook: Community Partner prospect process and outreach communication strategy																									
	Build new hire onboarding and training plan for all roles																									
	Build out standardized scoring criteria for candidates																									
	Begin recruiting and conducting interviews for Full Time Outreach position																									
	Execution	Create sales training and coaching curriculum inside HoR LMS																								
		Coaching, mentorship, and leadership development for Sheri & Sam																								
Coaching, mentorship, and leadership development for Director of Recruitment																										
Assist with in-the-field coaching of Outreach Team and Recruitment Team																										
Listen to recorded customer facing calls and meetings, provide coaching and feedback																										
Hold 1:1s with heads of departments & executives																										
Hold 1:1s with Key Outreach Team, Admission, Customer Success, and Recruitment Team Members																										
Monitor and assist with recruitment pipeline progression																										
Maintain playbook																										
Monitor and report KPI's to leadership																										
DISC Assessments and DISC Training																										
Revamp and rebuild Outreach Team processes																										
Implement Customer Service Leaders program (IF to Apps, Congrat texts, Pre Class Call Throughs)																										
Implement Program and Recruitment Tension Relief Program																										
Launch Leader Rewards Program																										
SALES FEES					\$12,500				\$15,000				\$12,500				\$12,500				\$15,000					
CUSTOMER SUCCESS (Post Graduation)		February 23 - March 14			March 15 - April 11				April 12 - May 16				May 17 - June 13				June 14 - July 11				July 11 - August 15					
		WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12	WK13	WK14	WK15	WK16	WK17	WK18	WK19	WK20	WK21	WK22	WK23	WK24	WK25
	Individual evaluations and position match assessments																									
	Build out Post Graduation continued education program																									
	Implement post graduation continued ed program																									
	Build out Alumni Association with tiered rewards program																									
	Implement Alumni Association tiers																									
	Community Partner Referral role revamp, identify top referrers, add QBR strategy, prospecting strategy, communication build out in Hubspot																									
	Playbook: SOP for community partner referrals, leaders, employee, and alumni referrals																									
	Create quarterly business review template for all community partners																									
Create text message templates for referrals																										
CUSTOMER SUCCESS FEES					\$5,000				\$7,500																	
REVENUE OPERATIONS		February 23 - March 14			March 15 - April 11				April 12 - May 16				May 17 - June 13				June 14 - July 11				July 11 - August 15					
		WK1	WK2	WK3	WK4	WK5	WK6	WK7	WK8	WK9	WK10	WK11	WK12	WK13	WK14	WK15	WK16	WK17	WK18	WK19	WK20	WK21	WK22	WK23	WK24	WK25
	Optimize and centralize application process on website or new platform (take 45 min task and turn into 15) SOP?																									
	RevOps Audit																									
	HubSpot / Salesforce integration discussion																									
	Get HubSpot CMS Hub & Marketing Hub Quote																									
	Implement HubSpot CMS Hub & Marketing Hub & Integrate with Salesforce																									
	Integrate Typing.com/Google Classroom																									
	SalesForce automation for repetitive tasks, Customized Reports/Dashboards																									
	Revenue Economics 12-24-36																									
	Develop SOP for CrossPurpose tech stack																									
	Train users on new tech stack																									
RevOps Support (Ongoing support for HubSpot and other tools)																										
REVOPS FEES					\$2,160				\$2,160				\$720				\$720				\$720					

