**Self-Storage New Employee Training and Development Plan**

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| WEEK 1 | | | |
| Scheduled Date | Learning Objective | Responsible Person | Training  Materials |
| Day I | O Welcome | Regional  Supervisor |  |
| Complete New Hire Paperwork  O Employee benefits & compensation, HKP policies and procedures | HR Director or Regional  Supervisor | HKP Employee  Handbook |
| O Gain a basic understanding of the self-storage industry: past, present, future.  Understand your role within the company structure - job description  Review regional and district structure and a list of key contact members Be introduced to trainer & training property | Regional  Supervisor |  |
| Day 2 | Shadow Trainer throughout a typical work day from WinSen Start of Day to End of Day | Trainer | WinSen Manual |
| O Read Chapter 1 and 2 of Self-Storage Operations Manual (Leasing /  Marketing & Advertising) & Chapter 1 (Introduction) of WinSen Manual | Self-Study | SS Ops Manual / WinSen Manual |
| Day 3 | O Review Chapter 1 and 2 of Self-Storage Operations Manual & Chapter 1 of WinSen Manual | Trainer | SS Ops Manual / WinSen Manual |
| O Shadow Trainer throughout a typical work day from WinSen Start of Day to End of Day | Trainer | WinSen Manual |
| Read Chapter 3 and 4 of Self-Storage Operations Manual (Ancillary  Income / Climate Control) & Chapter 2 (Daily Operations) of WinSen Manual | Self-study | SS Ops Manual / WinSen Manual |
| Day 4 | Review Chapter 3 and 4 of Self-Storage Operations Manual & Chapter 2 of WinSen Manual | Trainer | SS Ops Manual I WinSen Manual |
| Learn how to track demand by observing Trainer entering all potential customer information on tracking log  Review basic operations and maintenance of standard office equipment (changing ribbons, clearing printer jams, etc.)  Learn. practice and be able to demonstrate these basic WinSen functions  Daily Charger  View/Edit Tenant - Table  Canceling a Transaction  Payments  Assign Tenant  Read Chapter 5 and 6 of Self Storage Operations Manual | Trainer  Practical  Application | Tracking Log |
| Self-Study | Self-Storage Ops Manual |