

The purpose of this journal is to provide activities and give you a place to write down key learnings that will reinforce what you learned in the *Understanding Hybrid Smartwatches* module.

## **HYBRID SMARTWATCH FEATURES**

1. List three major features of the hybrid smartwatch and provide a brief description of each.

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List three major features of the hybrid smartwatch HR and provide a brief description of each.

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2. Check the features that apply to a hybrid smartwatch.

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|---|--|--|
| <input type="radio"/> Auto-Update Time/Date | <input type="radio"/> Notifications        | <input type="radio"/> Customizable Buttons |
| <input type="radio"/> Touchscreen           | <input type="radio"/> No Charging Required | <input type="radio"/> Custom Watch Faces   |
| <input type="radio"/> Heart Rate Tracking   | <input type="radio"/> Microphone           | <input type="radio"/> Activity Tracking    |

Check the features that apply to a hybrid smartwatch HR.

- |   |  |  |
|---|--|--|
| <input type="radio"/> Auto-Update Time/Date | <input type="radio"/> Notifications        | <input type="radio"/> Customizable Buttons |
| <input type="radio"/> Touchscreen           | <input type="radio"/> No Charging Required | <input type="radio"/> Custom Watch Faces   |
| <input type="radio"/> Heart Rate Tracking   | <input type="radio"/> Microphone           | <input type="radio"/> Activity Tracking    |



## UNCOVERING YOUR GUEST'S NEEDS

List two to three questions you would ask a guest to determine if a hybrid smartwatch is the best fit for them.

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## PRESENTING HYBRID SMARTWATCHES

1. In a few words, how would you define what a hybrid smartwatch HR is to someone who isn't familiar with them?

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## PROVIDING SOLUTIONS

1. A guest tells you that she likes the features of the hybrid smartwatch, but is worried it won't go with all of her outfits. How might you respond?

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2. A guest is a little concerned about the price of a hybrid smartwatch. In two to three sentences, how might you respond?

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## SETTING UP YOUR HYBRID SMARTWATCH

What services do we offer to create a memorable experience for our guests after they purchase a hybrid smartwatch?

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## TROUBLESHOOTING

1. A guest is having a hard time pairing their hybrid smartwatch they previously purchased. In one to two sentences, what will you say to them to begin the troubleshooting process?

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2. What steps will you take to troubleshoot the above pairing issue?

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