

Classroom Activity Instructor Guide: Tell Me More with Walgreens District Manager Mario Figueroa

RISE Up Program

RISE Up is the NRF Foundation training and credentialing program that provides foundational employability skills to help young people acquire the skills they need to land jobs in retail and advance into promising careers.

The supplemental classroom activities for the RISE Up program will provide students with the opportunity to gain unique perspectives from retail leaders and insights into current issues impacting businesses.

Activity Objective

Tell Me More with Walgreens is an 8-minute informative video with Mario Figueroa, District Manager for Walgreens. Mr. Figueroa addresses questions about professional development and how students can launch careers in retail. It's important for your students to know that retail is an industry that's so much more than sales. Retail has careers for a variety of interests: merchandisers, marketers, buyers, accountants, software engineers, lawyers, writers, information technologists and more.

Benefits of RISE Up Classroom Activities

❖ **Employability Skills**

Help your students learn the high-demand skills needed to land jobs and get promoted in retail.

❖ **Flexible Delivery Options**

Classroom, Online or Blended

❖ **Scenario-Based Learning**

Realistic scenarios support active learning to keep your students engaged while developing their problem-solving and decision-making skills, enabling them to transfer the newly-learned skills to the job.

❖ **Hands-On Activities**

Hands-on activities are effective for skill development, allowing your students to apply and master key skills needed for the job and providing them a safe environment to practice, identify and correct performance errors.

Training Partner Resources

- [Instructor Guide](#)
- [Train the Trainer Video](#)
- [PowerPoint Presentation](#)
- [Textbook](#)

“Tell Me More” with Walgreens Mario Figueroa

Background

Mario Figueroa moved up from Store Manager at his Walgreens to District Manager in October 2019. As a District Manager, Figueroa is responsible for pharmacy and retail operations for 15 stores, overseeing 300 team members. His daily tasks include visiting any of the 15 stores to discuss operational exceptions, talent development, store engagements, and store achievements. Mario has been working with the Walgreens company since he was 16, starting as a store clerk.

Walgreens was founded in 1901 in Chicago, Illinois. Walgreens has its headquarters in Deerfield, Illinois, a suburb close to Chicago. Today, Walgreens is one of America’s top leading pharmacies with over 9,000 stores nationwide and over 220,000 employees. In 2014, Walgreens merged with Boots to create a new subsidiary called Walgreens Boots Alliance.



Video Format

8 minute video that covers:

- ❖ Skills important to retailers.
- ❖ Growth opportunities in retail.
- ❖ Tips for successful work life balance.
- ❖ Careers in retail.

RISE Up and Get Noticed

If you enjoy a supportive, results-driven, diverse and fun place to work, learn and grow, you’re the perfect fit for Macy’s.

Completing a RISE Up training from the NRF Foundation can provide you the skills to help you get a job with Macy’s.

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Answer Key

1. Figueroa is responsible for pharmacy and retail operations for 15 stores, overseeing 300 team members. His daily tasks include visiting any of the 15 stores to discuss operational exceptions, talent development, store engagements, and store achievements. (0:45)
2. Being knowledgeable about every position in the store (working in several positions within the store), business courses offered by Walgreens, mentorship program offered by Walgreens. (1:00)
3. Patience, innovation, the ability to rapidly pivot in order to meet customer demand. (3:00)
4. Friendly mannerisms, personable, willingness to learn, being a solution provider. (3:27)
5. B. Vitamin Taste Tester (5:58)
6. Open-ended question.

