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Up To Speed Live  
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>> ANDY: HAPPY MONDAY FRIENDS, HAPPY PRESIDENT'S DAY IN THE U.S. WE BEGIN WITH A WARM WELCOME TO ALL OF YOU IN V TEAM LAND AND A WARM WELCOME TO ONE OF OUR NEWEST VERIZON LEADERS. WE HAVE A NEW SENIOR VICE PRESIDENT OF CONSUMER SALES, AND WE ARE THRILLED TO HAVE HIM JOIN US LIVE TODAY...

SEAN, THANK YOU SO MUCH.

YOUR FIRST UP TO SPEED.

WELCOME TO THE V-TEAM, SIR.

>> SEAN: THANKS, ANDY AND THANK YOU, EVERYONE.  
VERY EXCITED TO BE HERE TODAY.

>> WE'RE GOING TO PUT YOU ON THE HOT SEAT.

>> IS THIS LIKE BREAKING THE HONEYMOON.

I'M LIKE THREE WEEKS IN.

>> ANDY: I WANT TO MAKE SURE, FOR FOLKS... WHEN WE THINK OF THIS POSITION HERE, VICE PRESIDENT OF CONSUMER SALES.

FROM YOUR PERSPECTIVE, WHAT IS THIS POSITION ABOUT?

THIS IS ABOUT DRIVING RETAIL, CORRECT?

>> THAT'S CORRECT, CONSUMER SALES, WE WANT TO HAVE SALES TOP OF MIND.

IT'S REALLY ABOUT THE PHYSICAL STORE.

DIRECT STORES AND INDIRECT STORES.

WE GOT THE POWERFUL VERIZON BRAND.

WE WANT TO MAKE SURE ANYONE COMING TO OUR BUILDINGS, THEY GET TO TRULY EXPERIENCE WHAT THE BRAND IS ALL ABOUT.

AND HOPEFULLY THAT'S WHAT WE GET TO CONTINUE TO SHOW IN OUR STORES.

>> ANDY: SEAN BRINGS A WEALTH OF KNOWLEDGE IN THIS RETAIL SPACE.

WE'RE SO EXCITED TO HAVE YOU.

I WON'T CALL IT A HOT SEAT, I'LL CALL IT A WARM SEAT.

WARM WELCOME, 60 SECONDS, YOU MAY HAVE SEEN THESE VIDEOS, IF YOU HAVEN'T, CHECK THEM OUT ON INSIDE VERIZON APP AND INSIDE VERIZON YOUTUBE PAGE WHICH I'M SURE SEAN AND OUR V TEAMERS WILL CONTINUE TO FAMILIARIZE THEMSELVES WITH

WHAT HAPPENS HERE, IN A MINUTE, IN 60 SECONDS, WE'RE GOING TO GET TO KNOW YOU RAPID FIRE.

THE ONES WITH HANS AND OUR LEADERS, THOSE WERE TAPED.

THIS ONE'S MORE CHALLENGING.

WE'RE GOING TO DO THIS LIVE.

ARE YOU READY?

>> SEAN: LET ME THINK ABOUT IT -- OKAY... WHAT'S THE GOAL HERE, ANDY?

TO BREAK A RECORD?

>> ANDY: THAT'S UP TO YOU.

YOU CAN STRATEGIZE -- IF YOU DON'T WANT TO ANSWER TOO MANY QUESTIONS, YOU CAN LET THE CLOCK TICK -- BUT WE'D LIKE TO KNOW YOU WITH AS MANY QUESTIONS AS POSSIBLE

IF OUR TECH TEAM CAN GO AHEAD AND PUT THE TIME ON THE CLOCK.

I THINK WE HAVE THE CLOCK READY TO GO... IF THAT'S THE CASE -- I'M GOING TO -- SO I MAKE THIS OFFICIAL -- I'M GOING TO START MY STOP WATCH AS WELL.

WE'LL DO THAT -- PUT 60 SECONDS ON THE CLOCK.

HERE WE GO.

FIRST QUESTION... CIRCULATION FIRST APP YOU CHECK IN THE MORNING?

>> USA TODAY.

>> DESCRIBE YOURSELF IN 3 WORDS.

>> COMPETITIVE, PASSIONATE, CARING.

>> FAVORITE SPORT TO WATCH?

>> FOOTBALL, HANDS DOWN AND I MISSED IT TOO.

>> MORNING PERSON OR NIGHT OWL?

>> DEFINITELY MORNING PERSON.

>> FAVORITE BAND?

>> I WAS A BIG FAN OF THE 80S ROCK BAND, G&R, NOW I'M GETTING SOFTER, PROBABLY LIKE K-POP AND SOME OF THE POP STUFF.

>> DO YOU HAVE A NICKNAME?

>> WHEN I'M PLAYING SPORTS, I WAS ALWAYS CALLED BY MY LAST NAME, LEE.

I DON'T KNOW WHY.

>> ANDY: I'VE HEARD CHOA MANY TIMES IN LOCKER ROOMS.

FAVORITE HOBBY?

>> RUNNING, PLAYING SPORTS.

>> LEAST FAVORITE CORPORATE BUZZ WORD?

>> HOW ABOUT ROBUST.

IT SOUNDS LIKE IT'S MADE FOR COFFEE -- [BUZZ!].

>> DID I RUN OUT THE CLOCK?

>> YOU DID.

>> YOU DID GREAT.

IT'S JUST, I WAS -- YOU KNOW, EVERY TIME I DO THE SONG QUESTION, I ALWAYS HAVE PEOPLE SINGING, AND CAN WE HEAR A LITTLE G&R, MAYBE?

>> THAT'S A LITTLE TOO MUCH -- HOW ABOUT LIKE... I GOT SUNSHINE...

>> OH... VALENTINE'S DAY... ON A CLOUDY DAY.

>> WHEN IT'S COLD OUTSIDE --

>> THAT'S ABOUT IT.

>> THAT WAS GREAT.

THIS IS SEAN LEE IN 60 SECONDS.

I LOVE THAT.

THAT WAS FANTASTIC, SIR.

THANK YOU FOR HUMORING ME.

AND TAKING PART IN THAT.

LET'S DIVE DEEPER INTO YOUR THOUGHTS ON THE BUSINESS HERE.

SEAN, HOW WOULD YOU EXPLAIN YOUR ROLE HERE IN TERMS OF TRANSFORMING RETAIL?

WHEN WE THINK ABOUT OUR PHYSICAL STORES?

THE, THE LANDSCAPE, FRANKLY, IS CHANGING IN SO MANY WAYS.

AND EVERY BUSINESS IS THINKING ABOUT THIS.

>> SEAN: THIS HAS BEEN LIKE, TOP OF MIND, OBVIOUSLY, LAST YEAR WITH THE PANDEMIC HITTING.

NOT ONLY IN VERIZON, BUT ALL THE WAY ACROSS FROM A RETAIL PERSPECTIVE.

I'D LIKE TO THINK, FROM A RETAIL PERSPECTIVE, THINGS WERE ALREADY IN MOTION, I THINK, LAST YEAR, WE TALK ABOUT CHANGES.

QUITE FRANKLY, I THINK IT JUST ACCELERATED A LOT OF CHANGE.

WHEN YOU LOOK AT THE RETAIL LANDSCAPE, I'VE BEEN IN RETAIL FOR 25 + YEARS.

SO, MAKES ME SOUND A LITTLE DATED, BUT THAT'S HOW LONG I'VE BEEN IN RETAIL

I WOULD JUST SAY, IN THE LAST, PROBABLY, THREE TO FOUR YEARS, I PROBABLY EXPERIENCED MORE CHANGE IN THE RETAIL LANDSCAPE THAN PROBABLY THE PREVIOUS 20 + YEARS.

IT'S DEFINITELY A TOP OF MIND QUESTION.

WHAT'S THE NEW ROLE ENTAIL?

WHEN YOU'RE ALWAYS CONSUMER-FACING, BEING THE VOICE OF THE CONSUMER AND STORE REALLY MATTERS.

THE ROLE OF THE PHYSICAL CHANGE HAS EVOLVED.

STILL... THERE'S A LOT OF FACE-TO-FACE AND THAT'S WHAT THE CONSUMERS COME IN FOR.

SO... WHAT DO WE WANT TO EXPERIENCE?

WE WANT TO EXPERIENCE BOTH BALANCING THE, ELEVATING THE CUSTOMER EXPERIENCE IN THE STORES AND AT THE SAME TIME, OUR JOB IN THE STORES IS TO DRIVE RESULTS.

WHICH MEANS, WE GOTTA OWN NUMBERS COMING OUT OF THE BUILDING.

IT'S CHALLENGING THESE DAYS BECAUSE OF ALL THE DIFFERENT REASONS OUT THERE.

IF YOU LOOK AT 2021, WE WANT TO BALANCE, PROVIDING THAT -- SORT OF THE GREAT CUSTOMER EXPERIENCE WHEN SHE COMES IN.

AT THE SAME TIME, DRIVE RESULTS WE'RE LOOKING FOR.

SO, THOSE ARE PROBABLY THE BIG THINGS.

CONTINUING TO BE THE VOICE OF THE CONSUMER.

BECAUSE, BOY, YOU KNOW, HER BEHAVIOR OR HIS BEHAVIOR IS CHANGING BY THE MINUTE AND WE GOTTA KEEP IT VERY, VERY CLOSE PULSE OF IT.

WE DON'T WANT TO BE ALWAYS REACTIVE, BUT HOW DO WE BE PROACTIVE IN THAT SPACE AS WELL?

>> ANDY: ABSOLUTELY.

THE COMPANIES THAT REALLY THINK ABOUT THAT IN AN INTIMATE WAY AND PERSONALLY THINK ABOUT HOW DO I, AS A CONSUMER, WANT TO BE TREATED OR INTERACTED WITH.

I DID HOMEWORK ON YOU.

13 YEARS AT SEARS, 25 YEARS IN RETAIL, JC PENNEY, SAMSUNG, TO NAME A FEW.

IN THOSE COMPANIES, WHAT ARE SOME OF THE BEST PRACTICES YOU'VE LEARNED OVER THE YEARS AND WHAT WILL VERIZON BENEFIT FROM BECAUSE OF THAT KNOWLEDGE YOU HAVE COMING FROM THOSE DIFFERENT COMPANIES?

>> SEAN: I'M A RETAIL GUY, AS YOU STATED.

I'VE BEEN WITH SEARS, KOHL'S, JC PENNEY, SAMSUNG, PREVIOUSLY.

THERE'S A LOT OF GREAT THINGS OUT OF THOSE ORGANIZATIONS, AT ONE POINT IN TIME, ALL OF THOSE ORGANIZATIONS HAD SUCCESS AND SOME OF THEM STILL HAVE SUCCESS, BUTT YOU KNOW WHAT?

LEARNING FROM ALL THE GREAT STUFF, THERE'S ONE PIECE, BUT ALSO LEARNING FROM SOME OF THE SHORT-COMINGS OR OPPORTUNITIES IS BIGGER LEARNING.

ONE OF THE THINGS I'VE LEARNED THROUGH THE COURSE OF MY CAREER IS JUST BECAUSE YOU HAVE SUCCESS NOW, JUST BECAUSE YOU'RE ON THE TO TOP OF THE MOUNTAIN NOW, DOESN'T ALWAYS GUARANTEE SUCCESS TOMORROW.

SO, I THINK THE CHALLENGE OF SORT OF BETTERING OURSELVES EVERY SINGLE DAY HAS GOTTA BE TOP OF MIND.

NOT ONLY FOR US, BUT EVERY SINGLE PERSON THAT WORKS FOR VERIZON. WE HAVE TO HAVE THAT TYPE OF MENTALITY.

THE SECOND PIECE; I TALKED ABOUT CHANGE AND EVOLUTION IN RETAIL.

GUESS WHAT?

THE SPEED OF THE GAME IS FAST, EVEN TODAY.

SO, HOW DO WE CONSTANTLY EVOLVE WITH THE CUSTOMER AND HOW DO WE ANTICIPATE THOSE CHANGES?

I THINK THOSE ARE PROBABLY ONE OF THE BIG THINGS AND WHAT I MENTIONED, DIFFERENT LEVELS OF SUCCESS FOR DIFFERENT COMPANIES AT DIFFERENT TIMES.

YOU KNOW... YOU GOTTA LOOK AT CHANGE AND CHANGE IS UNCOMFORTABLE, BUT THE REALITY IS, WHEN YOU HAVE TO CHANGE, IT'S KIND OF TOO LATE.

AND SO, HOW DO WE PUSH THAT BOUNDARY OF PULLING OURSELVES OUT OF THE COMFORT ZONE AND INTO THE SPACE OF ANTICIPATING CHANGES AND BE A CHANGE AGENT FOR THE COMPANY AND CONTINUE TO DRIVE THAT PIECE

THE LAST PART I'D JUST SAY, ONE OF THE BIGGEST LEARNINGS IS, YOU KNOW, THIS SOUNDS VERY, VERY FUNDAMENTAL OR BASIC, BUT YOU CAN'T FORGET ABOUT THE CUSTOMER.

I KNOW WHEN WE ARE, WE'RE SITTING IN MEETINGS AND THINGS, WE HAVE DIFFERENT ASPIRATIONAL GOALS AND ALL THE STUFF WE'RE TRYING

TO ACHIEVE, BUT THE ONE PERSON YOU CAN'T FORGET ABOUT IN THAT WHOLE EQUATION IS THE CUSTOMER BEING THE CENTER OF OUR UNIVERSE

AND IF YOU -- IF YOU KIND OF VIEW EVERYTHING THROUGH THE LENS OF THE CONSUMER, BOY, I THINK IT'S -- GOOD THINGS HAPPEN FOR US.

>> ANDY: IT'S CONSISTENT WITH THE WAY WE LIKE TO THINK ABOUT THE CONSUMER AND CUSTOMER HERE AND I KNOW THAT THE ONES THAT REALLY FEEL THAT INTIMATE CONNECTION ARE THE ONES ON THE FRONT LINE

WITH THAT IN MIND, SEAN, HOW DO YOU SEE YOURSELF INTERACTING WITH OUR FRONT LINE RETAIL V TEAMERS?

I KNOW, WITH THIS TYPE OF TRANSFORMATION, THERE'VE BEEN SOME CRITICAL CONVERSATIONS ABOUT HOW WE'RE GOING TO CHANGE AND CONSTRUCTIVE FEEDBACK AS WELL, BUT YOUR STYLE AND YOUR WAY OF INTERACTING, HOW DO YOU HOPE TO CAPTURE THEIR HEARTS AND THEIR IMAGINATION TO BRING THAT CHANGE FORWARD?

>> SEAN: IT'S ALWAYS BEEN A TEAM APPROACH IN RETAIL. WHEN I SAY TEAM, IT'S ALL OF US.

EVERY FRONT LINE ASSOCIATE, WHETHER IT'S DIRECT, WHETHER IT'S INDIRECT, STORES, ANYTHING WITH A VERIZON SIGN ON TOP, THAT'S THE TEAM, RIGHT?

SOMETIMES, WHEN WE'RE SO COMPETITIVE WITH EACH OTHER, WE FORGET THE COMPETITION ISN'T THE STORE NEXT DOOR.

HOW DO WE GET THAT ONE TEAM MENTALITY?

I KNOW WE ALREADY STARTED THAT JOURNEY.

KRISTA SET THAT PAST LAST YEAR.

WE HAVE TO CONTINUE TO THINK ABOUT, WE WENT TOGETHER AS A TEAM.

THE SECOND PIECE IS, LET'S CELEBRATE THE WINS AND LET'S BE HONEST, LAST YEAR WAS TAXING ON EVERYBODY.

FROM A PERSONAL STANDPOINT, FROM A PROFESSIONAL STANDPOINT.

AND WE CAN TALK ABOUT ALL THE DIFFERENT CHALLENGES THAT WERE THROWN AT US AND IT WEARS ON YOU.

WE KNOW IT WEARS ON YOU.

YOU KNOW WHAT?

WE GOTTA LOOK AHEAD AND I THINK THERE'S A LOT OF GREAT THINGS HAPPENING IN THE STORES AND WE PROBABLY DON'T DO ENOUGH TO CELEBRATE AND RECOGNIZE THE PEOPLE THAT ARE DOING ALL THE DAY IN, DAY OUT, SORT OF THE TOUGH WORK IN TERMS OF THE STORES.

THE SECOND PART IS, IT'S OKAY -- I'M GIVING EVERYONE PERMISSION.

IT'S OKAY TO HAVE FUN.

YOU KNOW?

I THINK SOMETIMES WE'RE SO SERIOUS ABOUT WHAT'S HAPPENING, WE FORGET YOU KNOW WHAT?

RETAIL IS FUN.

THAT'S WHY I STAYED IN RETAIL MY ENTIRE CAREER.

IT'S OKAY TO DO THAT

THE SECOND PERMISSION IS, YOU KNOW WHAT?

RETAIL TEAMS URICK HAVE A LITTLE BIT OF A SWAGGER IN TERMS OF WHAT THEY ACCOMPLISH AND DELIVER EVERY SINGLE DAY.

IF WE CAN PUT THOSE TWO THINGS TOGETHER AND FOR 2021, HOW DO WE DRIVE MORE FUN IN OUR STORES?

ENJOY WHAT WE'RE DOING.

OH BY THE WAY, CAN WE HAVE A LITTLE SWAGGER BECAUSE WE'RE DRIVING RESULTS WE'RE LOOKING FOR.

THOSE ARE PROBABLY THE TWO BIG THINGS.

THAT'S THE INTERACTION AND ENGAGEMENT I'M LOOKING FOR, FROM THE TEAMS.

>> SEAN LEE IS GOING TO HELP US GET OUR SWAGGER BACK.

NOW WE HAVE PERMISSION TO ROCK THE SWAGGER.

THAT'S FANTASTIC.

I KNOW YOUR HEART IS WITH OUR RETAIL FRONT LINE HERE.

WITH THAT IN MIND, WE DO HAVE A QUESTION HERE, FROM OUR RETAIL TEAMMATES.

LET'S GO AHEAD AND ROLL THAT VIDEO QUESTION AND SEAN, GO AHEAD AND ANSWER ONCE THE QUESTION FINISHES.



>> RETAIL HAS SEEN CHANGES OF LATE AND WITH COVID, WE'VE SEEN MORE CHANGES, CAN YOU TALK ABOUT WHAT YOU SEE AS THE FUTURE OF RETAIL?

>> ANDY: ADDRESSING COVID, OBVIOUSLY.  
OUR RETAIL TEAM HAS BEEN THROUGH A LOT IN 2020.  
TALK TO US ABOUT THAT?  
FUTURE OF RETAIL.  
WHAT DO YOU SEE FOR THE FUTURE?

>> SEAN: THANKS FOR ASKING THAT QUESTION.  
I THINK THAT HAS BEEN THE \$100 MILLION QUESTION FOR EVERYONE.  
WHAT IS THE FUTURE OF RETAIL?  
AND FIRST, YOU KNOW, BEFORE I START ANSWERING AND GIVEN YOU SOME OF MY THOUGHTS, LET'S REALLY THINK ABOUT ALL THE GREAT STUFF THE TEAM'S DONE SO FAR, UP TO THIS POINT.  
WHEN THE PANDEMIC HIT, RIGHT?

SAFETY WAS TOP OF MIND, AND SAFETY NEEDS TO BE TOP OF MIND CONTINUOUSLY.

THERE'S NOTHING MORE IMPORTANT THAN THE SAFETY OF OUR TEAM AS WELL AS CONSUMERS, YOU THINK ABOUT ALL THE EFFORTS WE'VE MADE, PICK UP IN STORE, TOUCHLESS EXPERIENCE, THE CURBSIDE SERVICE, ALL THE GREAT THINGS, I MEAN, THINGS -- WHEN WE REFLECT BACK, SOMETIMES WE DON'T GIVE OURSELVES CREDIT.

I THINK THE TEAMS DESERVE A TON OF CREDIT BECAUSE THOSE ARE THINGS THAT WE REALLY DIDN'T DO A GOOD JOB OF -- OR DIDN'T KNOW HOW TO DO IN THE PAST.

NOW WE'RE ACTUALLY GOOD AT IT

I THINK THAT'S THE FIRST PIECE.  
THE SECOND PART IS, WE GOTTA CONTINUE THAT JOURNEY.  
IT'S ALL ABOUT THE CONSUMER JOURNEY FROM AN END-TO-END PERSPECTIVE.

WHEN YOU LOOK AT VERIZON THERE, ARE SO MANY AVENUES OF THE CONSUMER JOURNEY.

THE PHYSICAL STORE IS ONE TOUCHPOINT OF THAT JOURNEY.

IT'S AN IMPORTANT TOUCHPOINT, BUT ONE TOUCHPOINT

WHEN YOU START THINKING ABOUT THE FUTURE OF RETAIL, IT'S REALLY BEING THE SOLUTION FOR THAT CONSUMER.

THE CONSUMER HAS SO MANY CHOICES, YOU KNOW... YES, SO MANY CHOICES, ONLINE, YOU HAVE COMPETITION, SO MANY DIFFERENT THINGS, BUT THE ONLY THING THAT MATTERS IS YOU CARE ABOUT WHAT HER SOLUTIONS ARE AND WHEN YOU CARE ABOUT WHAT HER EXPERIENCES ARE

SO, I THINK THE FUTURE OF RETAIL, WE HAVE TO CONTINUE TO EXPLORE THE SELF NAVIGATION AND THE GUIDE IN THE STORE.

I WAS LUCKY ENOUGH BEFORE I LEFT KOREA, LATE LAST YEAR, IS THERE'S ANOTHER CARRIER -- THEY HAD A, SORT OF AN INNOVATIVE STORE, THE FUTURE-TYPE THING.

IT WAS A COMPLETELY SELF-GUIDED STORE, THE CONSUMER.

THEY HAD SALES REPS AND STUFF IN THERE, IN CASE YOU WANTED TO INTERACT AND YOU HAD QUESTIONS, ET CETERA.

THE WHOLE STORE WAS SET UP

DOESN'T MEAN WE NEED TO GO DOWN THAT PATH, BECAUSE, IT ALSO GAVE ME SOME THOUGHTS ABOUT WOW, THAT'S INTERESTING, SOMETHING THE CONSUMER MAY NEED.

WE HAVE TO CONTINUE TO INNOVATE IN TERMS OF WHAT THAT GUIDE IS IN OUR STORES AND THE SECOND PART, RETAIL'S SIMPLE.

WE MAKE RETAIL VERY, VERY COMPLEX AND I SAY WE, NOT IN TERMS OF VERIZON, BUT RETAIL LANDSCAPE AS A WHOLE.

WE MAKE RETAIL, SOMETIMES, VERY, VERY HARD.

IT'S ALL ABOUT, SORT OF CATERING TO THE CONSUMER ON HOW SHE WANTS TO INTERACT WITH US, RIGHT?

SO, IT COULD BE TOUCHLESS, IT COULD BE CONVENIENCE.

ONE OF THE BIG PIECES, I THINK, FOR THE FUTURE OF RETAIL IS CUTTING DOWN SOME OF THE UNNECESSARY TIME.

EVERYBODY WOULD SAY, THIS DAY AND AGE, TIME IS PRECIOUS.

YOU DON'T WANT TO SPEND AN ENORMOUS AMOUNT OF TIME ON SOMETHING THAT YOU DON'T THINK IT WARRANTS.

ELIMINATING CONSUMER'S PAIN POINT IN THAT CONSUMER JOURNEY IS TOP OF MIND FOR ME.

I THINK WE HAVE A LOT OF OPPORTUNITIES TO DO SO AND ONE OF THE THINGS I WOULD ASK THE TEAM IS, IT'S OKAY TO ASK QUESTIONS, RIGHT?

IF YOU THINK THERE'S A PAIN POINT IN OUR STORES AND WE CAN'T ALWAYS SAY YES TO EVERYTHING, BECAUSE, OBVIOUSLY, THERE'S AN INVESTMENT THAT WE MAKE, WE NEED TO PRIORITIZE AND ALL THAT STUFF.

HAVING A GREAT VISIBILITY OF ALL THE PAIN POINTS AND HOW CAN WE SERVE THE CUSTOMER A LITTLE BETTER, I THINK THAT'S THE FUTURE OF RETAIL

AND THE LAST PART I'D SAY, WE HAVE TO ANTICIPATE SOME OF THE CONSUMER BEHAVIOR CHANGE -- NOT JUST ALWAYS BEING IN A REACTIVE MODE AND THE ONLY WAY TO DO THAT IS THROUGH THE INNOVATION PIECE.

>> ANDY: THE PASSION AND YOU KNOW, THE WAY THAT YOU DELIVER THIS, THE ENERGY, IT'S, YOU CAN JUST TELL THAT YOU LIVE, BREATHE, AND THINK AND CONSUMER ALL THINGS CONSUMER AND IT'S GREAT TO HAVE YOU ON THE TEAM, MAKING SURE THAT WE ALL KIND OF FEEL THAT PASSION FOR THE CONSUMER.

I KNOW THAT PASSION EXTENDS, OF COURSE, TO YOUR FAMILY AS WELL. YOU'RE A FAMILY MAN AND I WANT TO INTRODUCE YOUR FAMILY.

THANK YOU FOR SHARING THESE PICTURES WITH US.

TELL US ABOUT YOUR FAMILY.

INTRODUCE US AND GIVE US A LITTLE, LET'S GET TO KNOW WHERE YOU'RE FROM AND TELL US ABOUT THESE ELEVEN DRIVER'S LICENSES TOO.

>> THIS BECAME THE HIGH POINT, RIGHT?

I'M NOT RUNNING AWAY FROM THE LAW.

>> ANDY: I THOUGHT I HAD A LOT WITH FIVE AND NEW JERSEY IS SIX -- TELL US ABOUT YOUR FAMILY AND WHAT'S GOING ON OUTSIDE OF WORK?

>> SEAN: MY WIFE, JENNY AND I, WE'VE BEEN TOGETHER -- THIS YEAR IS A CRITICAL YEAR FOR ME.

25 YEARS OF MAJOR.

>> ANDY: CONGRATULATIONS.

>> SEAN: THANK YOU.

PROBABLY NEED TO CONGRATULATE HER FOR DEALING WITH ME FOR 25 YEARS.

I'M USUALLY NOT GOOD AT THIS STUFF, BUT I CAN'T SCREW UP THIS YEAR.

WE HAVE TWO BEAUTIFUL KIDS.

MY DAUGHTER JULIA, WHO GRADUATED COLLEGE LAST YEAR AND SHE'S WORKING AT A HOSPITAL UP IN BOSTON, SO, SHE'S TRYING TO BE IN THE MEDICAL FIELD.

DEFINITELY PROUD OF ALL THE THINGS THAT JULIA'S DONE.

JUSTIN, HE JUST STARTED HIS COLLEGE CAREER LAST FALL, BUT GOT TO GET ON CAMPUS AT THE BEGINNING OF THIS YEAR.

I THINK HE'S ENJOYING LIFE AND MY WIFE IS A LITTLE DISAPPOINTED BECAUSE HE DOESN'T EVER ANSWER THE PHONE WHEN SHE CALLS.

SO, HOPEFULLY WE CAN GET THAT COURSE-CORRECTED AT SOME POINT.

AND OUR DOG, MY KIDS LOVE OUR DOG BISCUIT, HE'S BEEN WITH US FOR 13 YEARS.

WE ADOPTED HIM 13 YEARS AGO ON VALENTINE'S DAY, SO, HE'S CELEBRATING A LITTLE BIT OF A BIRTHDAY, SO... DEFINITELY, THAT'S MY FAMILY IN A NUTSHELL.

VERY PROUD OF MY FAMILY AND YOU KNOW, WE DO A LOT OF THINGS AND WE'RE PASSIONATE ABOUT WORK, BUT I TELL YOU WHAT, FAMILY IS SORT OF THE CORE OF WHAT I DO.

>> ANDY: HAPPY FOREVER HOME DAY TO BISCUIT.

I THOUGHT YOU WERE GOING TO MENTION ANOTHER DOG, A GEORGIA BULLDOG, PERHAPS.

I DID SOME HOMEWORK ON YOU.

>> SEAN: I CAN'T TALK ABOUT SPORTS ANYMORE.

ALL MY TEAMS -- THOSE OF YOU WHO LIVE IN GEORGIA, THAT'S WHERE I GREW UP.

I ROOT FOR ALL THE TEAMS IN GEORGIA, ATLANTA, BUT, THEY'VE BEEN, THEY'VE BEEN LESS-THAN SPECTACULAR THESE DAYS.

HOPEFULLY THIS YEAR, WE'LL CHANGE IT UP A LITTLE BIT.

>> ANDY: MAYBE THE FALCONS -- THEY'LL PROBABLY DO BETTER THAN THE BEARS, MY TEAM.

IT WAS GREAT TO GET TO KNOW YOUR FAMILY BACKGROUND, YOUR PHILOSOPHIES ABOUT OUR COMPANY AND WE'LL COME BACK TO YOU FOR FINAL THOUGHTS HERE, BUT SPEAKING OF FAMILY AND COMMUNITY, BEFORE WE WRAP THINGS UP WITH SEAN, ON BEHALF OF OUR TEAMMATES FROM THE PACE ERG, WE'D BE REMISS IF WE DIDN'T MENTION AND WISH YOU A -- ALL OF YOU -- ALL OF OUR V TEAMERS, A BELATED HAPPY LUNAR NEW YEAR, WHICH KICKED OFF LAST FRIDAY.

THAT'S WHEN PACE HELD THEIR VERY FIRST VIRTUAL LUNAR NEW YEAR CELEBRATION.

THE YEAR OF THE OX, LOTS OF GREAT MESSAGES COMING FROM OUR LEADERS AS WELL, INCLUDING A BEAUTIFUL NOTE FROM TAMMY TO OUR VBG TEAM.

WE ALSO HEARD FROM GURU ABOUT WHY CULTURAL CELEBRATIONS LIKE THESE ARE SO IMPORTANT, ESPECIALLY IN THE WORLD WE LIVE IN NOW.

HERE'S GURU WITH THOSE THOUGHTS.

>> GURU: I'VE ALWAYS FELT THIS WAY, BUT NOW WHEN YOU THINK ABOUT, PARTICULARLY AFTER 2020, POST COVID PANDEMIC WORLD WE LIVE IN, IT IS SO IMPORTANT THAT WE SEEK TO BUILD BRIDGES.WITH NOT JUST PEOPLE WITHIN OUR COMMUNITIES, BUT WITH THOSE, YOU KNOW, SURROUNDING US AS WELL.I HAVE THIS SAYING I LOVE A LOT, IF YOU WANT TO CHANGE THE WORLD, IT STARTS WITH YOURSELF FIRST.WHICH ALSO MEANS THAT YOU HAVE TO INVEST IN SELF LEADERSHIP, LOOKING INTERNALLY FOR THE CHANGE YOU WANT EXTERNALLY AND CREATING THAT CHANGE STARTS WITH BUILDING EMPATHY FOR THOSE AROUND YOU.AND CELEBRATING HOLIDAYS AND FESTIVALS IS A GREAT WAY, EASIEST WAY TO BUILD THAT EMPATHY AND RELATIONSHIP WITH THOSE AROUND YOU.

>> ANDY: OUR THANKS TO LIANNA BRINDED, GLOBAL LEAD OF PACE, LEADING THAT CONVERSATION WITH GURU. AND THAT EMPATHY GURU TALKS ABOUT WAS REALLY AT THE HEART OF THIS CELEBRATION AS OUR V TEAMERS ENJOYED A VARIETY OF ENTERTAINMENT INCLUDING A VIRTUAL DRAGON DANCE, THERE WAS A CHILDREN'S CHOIR VIRTUALLY WISHING PARTICIPANTS A PROSPEROUS 2021 THROUGH THE POWER OF THEIR MUSIC. AND WE ALSO HAD A VERY REAL DISCUSSION ABOUT THE STATE OF ASIAN-AMERICAN IDENTITY COMING INTO THE NEW YEAR.DURING THE EVENT'S PANEL DISCUSSION FEATURING LEADERS ED CHAN, MICKI CHEN, CAREN KHOO, AND MAGDA YRIZARRY, WE NOT ONLY SHARED OUR FAVORITE NEW YEAR TRADITIONS AND FOODS, BUT THE CONVERSATION ALSO

ADDRESSED RECENT EVENTS THAT SPARKED SEVERAL ADVOCATES AND GROUPS TO COME TOGETHER AND PROTECT ASIAN-AMERICAN COMMUNITIES ACROSS THE COUNTRY. AND WHILE THE LAST YEAR HAS BEEN A DIFFICULT TIME FOR MANY IN THE ASIAN COMMUNITY, I WANT TO SHARE WITH YOU A SNIPPET FROM THIS PANEL DISCUSSION -- HERE'S MICKI CHEN SPEAKING VERY HONESTLY ABOUT ASSIMILATION, OPTIMISM, AND HOPE FOR THE NEW GENERATION.

>> ALL OF OUR KIDS, I THINK, SEE THE WORLD SO DIFFERENTLY THAN WE DID.

BEFORE, IT WAS, IF YOU WERE A PERSON OF COLOR, YOU NEEDED TO CONFORM TO THE MAJORITY, WHICH WAS WHITE.

AND I'LL SAY THAT MY PARENTS, BECAUSE WE WERE MINORITY, THEY FELT IT WAS IMPORTANT TO ASSIMILATE.

THAT MEANT, TO SOME DEGREE, BEING MORE WHITE THAN WE WERE.

AND I FEEL LIKE IT'S SO FOURTEEN, NOW, THAT -- FREEING NOW, THE MAJORITY OF PEOPLE IN OUR ENVIRONMENT THAT ARE WHITE, OUR COMPANY SAYS EVERY DIFFERENT RACE, COLOR, GENDER, THAT WE'RE ALL EQUAL AND THAT YOU BRING AUTHENTIC SELF.

>> ANDY: BIG, BIG THANKS TO MICKI, ED, CAREN, AND MAGDA -- AND OF COURSE TO OUR PACE TEAM FOR PROVIDING EVENT FULL OF BIG TOPICS, LOTS OF FUN, AND OF COURSE A LITTLE TRIVIA.

I DIDN'T WEAR MY MINT GREEN JACKET.

I WORE A RED TIE.

THAT WAS THE ONLY THING RED I HAD.

YOU SAW THERE, ED SAW ME PUT THE TIE ON, HE GOES OUT AND PUTS A TIE AROUND HIS NECK.

WE NEED TO INVEST IN SOME RED CLOTHING FOR NEXT YEAR'S CELEBRATION.

THANK YOU TO PACE FOR A WONDERFUL CELEBRATION LAST FRIDAY AND V TEAM, IF YOU'RE INTERESTED IN WATCHING THE LUNAR NEW YEAR EVENT IN FULL, LOOK FOR IT TO PUBLISH ON VZ WEB LATER THIS WEEK

ALSO LATER THIS WEEK, LET'S TAKE OUR FINAL SLIDE.

THURSDAY FEBRUARY 18TH AT 3:00 P.M. EASTERN, YOU'RE GOING TO WANT TO JOIN THE VERIZON POLICY TEAM FOR AN INSPIRING DISCUSSION, HIGHLIGHTING TRAIL BLAZING BLACK WOMEN IN ALL PARTS OF THE POLITICAL SPHERE.

ALL THE DETAILS AND HOW TO REGISTER WILL BE INCLUDED IN TODAY'S REPLAY STORY.

SO, SOME FINAL THOUGHTS HERE FROM OUR SENIOR VICE PRESIDENT OF CONSUMER SALES, MR. SEAN LEE, THANK YOU FOR JOINING US TODAY FOR GIVING US A GLIMPSE INTO YOUR VISION FOR THIS NEW FUTURE, FOR HELPING US NAVIGATE THE RETAIL SPACE HERE, BOTH DIRECT AND INDIRECT.

WE LOOK FORWARD TO THIS NEW CHAPTER, THIS NEW ENERGY AND OF COURSE, THAT NEW SWAGGER THAT WE'RE ALL GOING TO HAVE HERE IN THE YEARS TO COME HERE

AS WE END HERE, JUST WANT TO GET YOUR FINAL THOUGHTS ON 2021.

WHAT IT TAKES FOR CONSUMER SALES OR REALLY, THE ENTIRE TEAM, IN GENERAL, TO BE SUCCESSFUL IN 2021?

>> SEAN: ANDY, I APPRECIATE THE TIME.

DEFINITELY A POWERFUL MESSAGE THAT WE JUST HEARD.

I'LL TOUCH ON THAT PIECE LATER.

I WOULD SAY MY FINAL THOUGHTS, AS WE COME TOGETHER, WHAT'S SUCCESS FOR 2021?

IT'S ALL ABOUT THE CONSUMER.

IF WE CAN GET THE ENTIRE ORGANIZATION, I KNOW WE'RE ALREADY THINKING ABOUT THE CONSUMER, IF WE CAN GET LASER LOCKED IN ON HER EXPERIENCE AND HOW WE MAKE THIS AN OMNI EXPERIENCE FROM CHANNEL TO CHANNEL, THAT'S FORMULA FOR SUCCESS.

I STARTED A CONVERSATION WITH MY TEAMS LAST WEEK -- BASICALLY THE 100-DAY APPROACH.

WITH RETAIL, WE WANT TO GET TO A FAST START.

THERE'S THREE THINGS WE TALK ABOUT AND I THINK IT'S PROBABLY BENEFICIAL AND HELPFUL FOR EVERYBODY.

ONE IS A TEAM APPROACH.

HOW CAN WE DRIVE CONSISTENCY ACROSS OUR BRAND?

BOTH FROM A DIRECT AND INDIRECT PERSPECTIVE AND HOW DO WE SHARE BEST PRACTICES?

I THINK THAT'S GOING TO BE OUR FORMULA FOR SUCCESS IN THE STORES.

SECOND PART, YOU GUYS ARE PROBABLY ALREADY TIRED OF HEARING ME SAY THE REPEAT INFORMATION IS THE CUSTOMER CENTRICITY.

IT'S A PEOPLE'S FIRST MENTALITY.

THESE SOLUTIONS FOR THE CONSUMER, THAT'S WHAT THEY'RE LOOKING FOR.

THIRD PIECE OF OWNERSHIP, COMMITMENT TO RESULTS.

LET'S OWN THE RESULTS OUT THERE AND LET'S MAKE SURE EVERY INTERACTION COUNTS.

AND WHAT I TOLD MY TEAM IS WE'RE GOING TO FOCUS ON THE 3RS THIS YEAR, LET'S RECORD THIS, LET'S REPLAY THIS AND LET'S REPEAT THIS.

THAT'S GOING TO BE OUR MESSAGE ALL THROUGHOUT THE YEAR

SO, THE OTHER PART I JUST WANT TO SAY, HAPPY NEW YEAR.

IT'S GREAT TO SEE THE OPENNESS AND DIVERSITY PIECE.

THAT WE'RE LOOKING INTO.

I MEAN, WE GOTTA RESPECT THE DIFFERENT CULTURES OUT THERE.

I'M A KOREAN AMERICAN.

I JUST SPENT THE LAST TWO YEARS, PLUS, LIVING IN KOREA, WORKING FOR SAMSUNG OUT OF THEIR HOME OFFICE.

EVEN THOUGH THAT'S MY ROOT.

I FELT LIKE A FOREIGNER LIVING IN KOREA.

I HAVEN'T BEEN THERE FOR AWHILE.

IT WAS GREAT TO GET BACK ENGAGED.

AT A HIGHER LEVEL, FROM AN ORGANIZATION STANDPOINT, FROM A CULTURE STANDPOINT, JUST ACCEPTING EVERYBODY, THAT WILL GO A LONG WAY.

THAT'LL BE OUR DNA IN TERMS OF WHAT SUCCESS LOOKS LIKE.

YOU KNOW WHAT?

WE NEED ALL THE DIFFERENT THOUGHTS AND WE NEED ALL THE DIFFERENT IDEAS AND GUESS WHAT?



WE CAN CELEBRATE TOGETHER AS ONE FAMILY

SO, BEFORE I LEAVE YOU, I'LL THROW MY LITTLE KOREAN FOR  
BASICALLY WISHING EVERYBODY HAPPY NEW YEAR.

THANKS, ANDY FOR YOUR TIME.

>> ANDY: I'LL ADD TO THAT AS WELL AND DISPLAY MY FAIRLY  
BAD KOREAN.

THANK YOU VERY MUCH FOR YOUR TIME.

AS A FELLOW KOREAN AMERICAN -- THE ADMIRATION FOR YOU AS A  
KOREAN AMERICAN AND V TEAMER.

IT'S VERY STRONG.

THANK YOU VERY MUCH.

FOR JOINING OUR TEAM, FOR SHARING YOUR THOUGHTS AND WE LOOK  
FORWARD TO SEEING YOU IN FUTURE UP TO SPEEDS TO COME.

>> THANKS.

>> ANDY: ALL RIGHT, FOLKS.

THERE YOU HAVE IT.

MONDAY, WE'RE GETTING OUR SWAGGER BACK WITH SEAN LEE AND  
HOPEFULLY YOU'RE HAVING A GREAT PRESIDENT'S DAY.

AND OF COURSE, A GREAT START TO THE WORK WEEK.

WE'LL SEE YOU BACK HERE WITH MORE CONTENT ON UP TO SPEED  
THROUGHOUT THE WEEK.

UNTIL NEXT TIME, YOU'RE UP TO SPEED.

HAVE A GOOD ONE.