

**2006-2007
Employee Handbook**

**Wausau West's School-Based
Enterprise...Managed and operated by
students enrolled in the Marketing
Program**

**2006-2007 West Side Connection
Managers Josh Bautch & Lizzie Gau**



2007-2008 West-Side Connection Managers
Dave Jackson and Kristin Zempel

Teamwork

To properly run any business it is necessary to have a team of employees that work well together.

Show up on time for your shifts. Don't leave someone else covering your job. It causes the stores performance to go down.



Attitude

Everything in the school store is based around your attitude. Your attitudes are important because of their large impact on your behavior. Your attitudes can make the difference between your success and failure in just about anything you do! As employees of *West-Side Connection*, we must remember to be friendly to the customers. PUT ON A SMILE☺. Make sure when you talk to a customer; even if they are having a bad day and/or upset about something; treat them nicely and with respect. If someone makes a complaint, be friendly and try to take care of what they have a problem with (try to turn that frown upside down!). So make sure that you are always in a good mood and always keep a smile on your face so that the customer always feels welcome at the *West-Side Connection*.



The RULES of human relations

- Speak to people.
There is nothing as nice as a cheerful word of greeting.
- Smile at people.
It takes 72 muscles to frown and only 14 to smile.
- Call people by name.
The sweetest music to anyone's ear is the sound of his or her own name.
- Be friendly and helpful.
If you want friends, then you need to be friendly.
- Be cordial.
Speak and act as if everything you do were a genuine pleasure.
- Be genuinely interested in people.
You can like everyone if you try.
- Be generous with praise.
Be cautious with criticism.
- Be considerate with the feelings of others.
It will be appreciated.
- Be thoughtful of the opinions of others.
There are three sides to every controversy: yours, the other fellow's, and the right one.

- Be alert to give service.

What counts most in life is what we do for others.

How to Sign Up to Work

During the first week of class, Mr. Hert will pass around the sign-up sheet (tentative schedule). You will be required to work two mods (40 minutes) during the week. My suggestion would be for you to sign-up for your two mods back-to-back. You will work these two mods for the ENTIRE SEMESTER, so check your schedule and see where it makes the best fit. After we have everyone signed up in from both marketing classes, the hours of *West-Side Connection* will be determined. Each semester will be different, so pass-on the word to fellow classmates that the hours of operation will be posted in the window each semester.

Attendance

You are required to show up at the beginning of the mod you are scheduled to work. Not showing up for your shift will result in a loss of points for your grade. If you find out you are unable to work your shift **find someone else to work for you**. If you are sick that day call in to let us know. If you do not show up for your shift – you will lose points, which will lower your overall grade.

1. If you are going to be absent on a day you are scheduled to work in the store, you must find someone to work for you. Appointments and field trips are included. It is your responsibility to notify the management in advance if you will be absent.

The procedure to use is as follows:


- Complete a switch form and have a manager or Mr. Hert sign it.
- Post switch form on Mr. Hert's office door.
- Switch forms must be completed within a day or your scheduled work time.

If you are required to work and are ill, you still are responsible for making up your missed shift on your off mods!!!!

SWITCH FORM

Post on Mr. Herts Office Door

Schedule SWITCH FORM



Name: _____

G.P: _____ **Date:** _____

Marketing I/Marketing II
Normal Mods Worked: Day & Time

Employee Switching With

Name: _____

G.P. _____

Normal Mods Worked: Day & Time

Signature: _____

Signature: _____

2. You have until the end of each quarter to make up time missed due to illness or field trips if you notified Mr. Hert of the absence ahead of time. If you just did not show up, you will receive no credit and no opportunity to make up the missed time.

3. Be on time and not late for work! The student waiting for you may have a very good reason for leaving the store on time--like getting to their next class! You should do your best to be on time, too!

What If I Just Do Not Show Up For My Shift?

If you do not work your scheduled shift and it is not prearranged (switch form) you will have to work 2 mods to make up every mod you missed.



Hours

The West-Side Connection's hours will vary semester to semester. Check the window after the first week of classes once a new semester starts. We will be open during most sporting events/half-times held at home, and we will be open during parent teacher conferences, registration, etc. to get the outside community involved and informed. Refer to room 134 for a schedule of exact dates. Get out your planner's write down the dates and we look forward to seeing you!☺ Students who miss a scheduled shift will not be eligible for any extra credit for the school store portion of your grade.

Music

Music will be allowed in the store as long as it is kept at a low volume. The music must be school appropriate and not offend anyone. Make your music choices enjoyably to everyone. Remember, not everyone likes the same type of music so have a variety. Don't be offended if Mr. Hert comes into the store and you are listening to country, he may ask you to turn it off.

Our customers are our main priority, if anyone is to receive complaints you will lose the right to play music in the store. Also if the music is too loud a teacher will come in from room 145 to tell you to turn the music down...so keep it at a low volume...please!



Telephone Etiquette

The only time you will need to use the telephone is when you have a question or an emergency. Just dial extension _____ for room _____. However if the phone rings you are expected to demonstrate businesslike telephone etiquette! The phone does ring quite often. REMEMBER, you are providing a service for the caller

telling them they are important. The way you answer the phone is very important; it will leave an impression for the caller as well as an image. The PROPER way to answer the phone would be..."Thank you for calling *West-Side Connection*, this is _____ how can I help you?" (Don't be surprised if Mr. Hert calls just to see if you can demonstrate your excellent telephone skills!). There is an increase in calls during the holiday season! Take messages if needed and post them on the back of Mr.Hert's door or on his desk. Remind customers of the online store!



Keeping Track of Your Time

Working in the school store means that you are trusted and expected not to be late!!! (You should have the day you are scheduled to work marked in your planner!

Clocking in is easy...

Your **sales id** and **password** are the same for both POS computer registers. The first initial of your first name and the first two initials of your last name (ie- Carl Hert= che) After you enter your sales id and password click ok on the computer register screen. You will then be taken to the main screen. The next action to take is to **clock in!** click on clock in/out towards the bottom of your screen and enter the appropriate information, click clock in, proceed to exit. You must also clock out at the end of your shift. Only ONE person can be clocked in at a time!!!

Customer Service & Customer Complaints

A positive customer service attitude begins with a service provider's ability to be approachable. Being approachable makes the customers feel that you are available to help solve a problem or answer a question.

A positive customer service attitude depends upon the ability of the service provider to make the customer feel comfortable. Smiling at customers as soon as

you see them can go a long way toward making customers feel welcome. In dealing with customers, keep these tips in mind.

- ☺ Be Approachable
- ☺ Make the customer feel welcome
- ☺ Remember how important each customer is.
- ☺ Make a sincere effort to provide superior customer service.



If you receive a complaint from a customer, write down their names and please inform one of our school store managers (Dave Jackson or Kristin Zempel) or Mr. Hert.



Always be courteous to them and tell them that we will do our best to help them with their complaint.

NOTE: While on duty you will be required to demonstrate good customer relation skills. You will need to be a people person. Any complaints about an employee will reflect upon his or her grade.

General Safety Responsibilities

1. Horseplay or fighting of any kind is prohibited.
2. Place all litter and foreign objects in the appropriate trash receptacles. Keep aisles and walkways clear.
3. In case of a fire or tornado follow the signs posted by the doors in the store.
4. ALWAYS USE COMMON SENSE and good judgment.
5. BE AWARE OF WHAT'S GOING ON AT ALL TIMES!

Damages

The person (customer or employee) who created the problem will pay for damages to the store and its contents. If you find a product that is labeled, please leave the product and note on the back ledge for Mr.Hert to take out of inventory.



Employee Theft

If an employee of the store is determined to be stealing merchandise or money from *West-Side Connection*, the following actions will all or in part take place:

1. Removal from the school store immediately (for GOOD!).
2. Loss of credit for the course and an "F" grade for the semester.
3. Any theft will result in removal from the program and prosecution by school personnel and the police (2006-2007 school year retail theft fine was \$285).
4. The store will be reimbursed for the amount of merchandise or money taken.
5. No admittance to the school store even as a customer.

6. If another employee is knowledgeable about thefts in the store and does not report the matter to the school store managers (Dave Jackson or Kristin Zempel) or Mr. Hert, that person will be dealt with in the same manner as the person involved in the theft.
7. Student employees should report pressure from the customers or other employees to give "discounts" or free items to them. The *West-Side Connection* expects 100% loyalty.

If you do see someone stealing or are aware of theft, please notify Mr. Hert, Dave Jackson, or Kristin Zempel. Take note of the exact day and time. **The student will be referred to Officer Umlauf.**

Sales Shift

Opening the Store-Morning

1. If you start at 7:30 make sure you are 5 or 10 minutes early for your shift so you have time to count the drawer(s).
2. Get the school store key and the register keys Unlock the store. Shut the door after you enter.
3. Log and clock in to the POS Computer registers.
4. Open and count drawer to verify the \$30
5. Open customer door.
6. Clean and straighten up merchandise.
7. Make sure counters are clean.

Closing the Store

1. Clean counters/Windex.
2. Windex window and top and front of display case.
3. Make sure floor is swept and merchandise is neat.
4. Close the customer door at 2:50 p.m.
5. You may count down one terminal before 2:50 p.m. It is up to your discretion, depending on the amount of customers/traffic.
6. When you begin to count down your last register you must LOCK customer door.
7. Deposit bag should be in drawer under POS Computer Register #2.

8. Registers must be counted down to \$30.00 (coin & bills). The deposit bag contains the profit. Leave the change and small bills in the registers. The only time you may deposit change is if we have an abundance of it. Make sure to fill out a cash report for each register. Cash Reports are located on wall – right hand side of the registers.



Please do NOT try to squeeze through the sliding doors if you forget the keys in the store and you are locked out. Ask Mrs. Slaminski in the main office for a set to borrow and explain the situation. USE COMMON SENSE!



End of Day Cash Report

Date: _____

Employee(s): _____

Specific Instructions:

1. Exit Invoice Screen – Press Cancel Sale key.
2. Select Balance Register Option.
3. Enter closing Sales ID and Password (End, End)
4. Choose POS 1 or POS 2 depending on which register you are at
5. In Coin Counter Menu count amount of cash denominations and enter in each of select fields (pennies, dimes, quarters, etc.)
6. Once completed choose OK or F10.
7. Your cash count should appear in cash field
8. At this time add any checks or gift certificates in the correct fields. At this option the register will tell you if you are over or short for overall register counts, write down below whether you are over or short.

9. Choose to **Post** register (if it's w/in \$20 over or short). Choose to not print report.
10. You will then be taken to the Final Balance screen.
11. Put \$30 in the register (Coins, \$1, \$5).
12. The screen will show you "YOUR CASH DEPOSIT" total. Record amount in b.
13. Repeat steps 1-12 for POS #2
14. Add both deposits (b.) together and record total on white Wausau West Organization Fund Deposit Slip.
15. Put Deposit slip and both POS deposits in cash bag along with Organization Fund Receipt.
16. Staple any Gift Certificates to this form and place it on the ledge/window facing Mr. Hert's Office.
17. Close the store and take cash bag directly to Mrs.Klinger in the Business Office.

POS#1

POS #2

Physical Count

Physical Count

Checks and Cash w/\$30

Checks and Cash w/\$30

a. _____

a. \$ _____

Difference

Difference

S/O \$ _____

S/O \$ _____

Deposit

Deposit

b. \$ _____

b. \$ _____

Total Deposit (POS 1 & 2)\$ _____

Example

POS Register #1

POS Register #2

(Before counting down drawer)

Total for the day: \$167.50

Total for the day: \$98.75

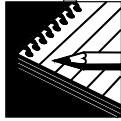
What should your total deposit be?????? Write this amount on the deposit slip (see next page)

Double check to make sure door is locked when you leave the school store.

Also double check to make the storage closet is locked!!!!

11. Fill out deposit slip for Deposit bag.
12. Put both cash reports on the shelf by the window.
13. Take Deposit bag directly to Mrs. Klinger in the Business Office.

Deposit Slip - to be completed at the end of the day; make sure to add the profit from register 1 & 2 in the same bag.



Inventory Shift *(see sample inventory sheets in Appendix)*

Inventory shifts can be done on your own time, off mods or after school. Inventory is a very important part of our operating in the West-Side Connection. Inventory means that you need to count EVERY piece of merchandise in the store. This may seem like a very tedious, boring job, but it really needs to be done. It is important to our business that we know exactly what we have at all times. It is very unfair to a customer to tell them that we are out of something when we really do have it.

To do inventory, you will need to use the list of merchandise that is located in the store. Start with the first item on the list, and then count each one that we have on display and on the back shelves. Do this with every item on the list. There are sheets of paper located under the shelves in the store to record the total inventory. Make sure you write down which item you counted the total number on hand, and of course your name and the date that you did the inventory count.

Inventory shifts can be done at any time during the day other than a sales shift. It can be hard to keep track of your counting and deal with customers at the same time. You may come in during study hall or after school to do the shift; get the key from Mr. Hert. The inventory shifts generally do not take very long depending on how organized the store is. Make sure that when you finish you leave the store neat and in order for the next shifts.

Recovery Shift *(see check-off list in Appendix)*

Recovery shifts can be done during your off mods or after school. During the recovery shift you will start off by cleaning. This means vacuuming, dusting, washing the windows, mopping the floor, etc. Also straighten all of the merchandise and make sure that it is in the right place. Follow the check-off list accordingly! Make sure you turn in the check-off list to Mr. Hert - signed and dated.

Cost of Items/Selling

Selling is helping customers make satisfying buying decisions the kind they will be happy with after the sale.

All items should have a bar-code on them. All snacks, candy and beverages have preprinted bar-codes on the back. All clothing and Accessories will have a

printed price sticker on. Some school supplies will have a printed bar-code on the container in which you will have to scan (ie-pencils and pens).

Department Codes

All merchandise in the school store is organized into specific departments. The purpose of having merchandise in specific departments is for organizational and inventory purposes. See the following departments below:

Departments	Candy
	Non-clothing related merchandise
	Beverages
	School Spirit items
	Snacks
	School Supplies
	Clothing
	Accessories/Apparel

We do have specific departments for specific groups (Sport Booster Clubs, English Department, etc).



It's Time to SELL!

Ring up a sale is very easy with our POS computer register. Just follow these easy steps:

1. After logging in and clocking in, choose register from the pull down menu screen and new invoice.
2. Find bar-code and scan each item.
3. Make sure each item appears on the POS screen.
(if someone buys several of the same item ie. laffy taffy, type the quantity of the item in register, press the / key on the number pad, and scan the item once)
4. Once you are completed with scanning the items choose cash total. Accept the money from the customer and enter the dollar amount they gave you.
(use decimals)
5. Press the enter command on the keyboard.
6. The customer's amount of change will appear on the screen. Count back the appropriate amount to the customer.
7. That's it! You're ready for your next customer!

HELP! Once I scanned the bar-code the price or item description did not show up on the POS register screen? Now what*?!?!*

If the item you scanned does not come up on the POS Register, choose the appropriate "Hot Button" or department on the keyboard (top row: Beverages, snacks apparel, etc) and enter in the appropriate price. Continue sale as normal.

If you run into this problem, please leave a note for Hert, Kristin or David so it can be corrected as soon as possible.

Note: \$1 Gatorades do not have a bar-code, however, there will be a note card by each POS register with the different flavors, scan the appropriate flavor.

The POS cash register drawer should be arranged like the illustration on the next page.

-Checks -Gift Certificat -Void Slips	\$20 Dollar Bills	\$10 Dollar Bills	\$5 Dollar Bills	\$1 Dollar Bills
-Half/Siver/ Susie B's	Quarters	Dimes	Nickles	Pennies

Accepting Checks (credit?)

We will accept checks just like cash. Accept checks for the amount of purchase only! Make sure the customer has filled out the check correctly. The payee of the check should be West-Side Connection. Make sure when you accept a check, put your initials in the right hand side of the check. Make sure the check is completely filled in and ring the sale as you normally would (steps 1-4). Instead of choosing the cash total command, choose check total. Put the check in the far-left money slot in the cash drawer. DO NOT place the check under the drawer.

There is no exception for charge. We do not accept charges. No merchandise leaves the store without being paid for. We will hold items for 24

hours ONLY. Put the person's first and last name on a piece of paper taped to the items, and place it in the shelves behind the desk and indicate the date and time. If you see any merchandise being saved past the 24 hour period, place it back out on the shelves.



- A. **The Check Number.** Some stores do not accept checks under 500. Since many students have new checking accounts, it is not unusual to see low numbered checks. Make sure if the check is below the number 500, check driver's license, address, and phone number.
- B. **In this area there should be a name and street address and telephone number.** It should be printed on the check (by the company who printed the check) however, if it is a new checking account, the person may have what is known as "starter checks" and they will need to hand write information. Double- check everything w/license.
- C. **The amounts shown on the check should match.** Sometimes a person will accidentally write different amounts on a check. Watch for this! Please ask customer to write the check for the exact amount of purchase only.
- D. **The date should be correct.** Checks dated in advance of the current date are called postdated. These checks cannot be cashed until the date shown on the check. This means we have to hold the check for some period of time. This is not something we want to do. We DO NOT accept postdated checks.
- E. **The payee of the check should be *West-Side Connection or Wausau West.*** All funds received by the store go into the West-Side Connection account in the business office. Do NOT accept checks made out to "cash" or someone else (this would be called a two-party check. We DO NOT accept two-party checks.

- F. **All checks must be signed by the maker.** Sometimes students have checks already signed, usually by a parent. These checks are acceptable. Once again, just make sure their telephone number is on the check.


VOID SLIPS

Mistakes on the POS register must be accompanied by a "Void Slip." Fill out the void slip correctly. After an error has been made, the very next item on the register **MUST** be the correction. If you have gone as far as choosing the cash total command, and the customer changes his/her mind, enter the amount of the sale, and redo the sale. **If you are on the invoice screen you can press the delete button to erase unwanted purchases.**

A "Void Slip" must be filled out when:

1. The customer changed his/her mind and you already pressed cash total.
2. You goofed up some way and you can't figure out what you did wrong!

Fill out the Void Slip completely. Circle the item on the receipt that caused the void. Staple or tape the voided receipt to the slip and place it in the cash register in the far-left tray (with the checks and gift cards/certificates).

<p style="text-align: center;">VOID</p> <p style="text-align: center;">Customer/Invoice Transaction</p> <p style="text-align: center;"></p> <p>POS Register 1 or 2</p> <p>Employee: _____</p> <p>Date: _____</p> <p>Invoice# _____</p> <p>Amount of Void \$ _____</p> <p>Incident description:</p> <p>_____</p> <p>_____</p>
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WANT SLIPS

There are two times when you should fill out a want slip:

1. When you notice we are running low on a certain item including cleaning supplies.
2. When a customer requests something we don't carry.

This is very important especially if the request comes from a teacher. We are here to serve the school and we need to become sensitive to their needs. Want slips are also in a manila folder by the cash registers. Pin/thumb tack completed want slip to Mr. Hert's office door.

<u>WANT SLIP</u>	
	
ITEM REQUESTED: _____	
REQUESTED BY: _____	
COMMENTS: 	
EMPLOYEE: _____	DATE: _____
<small>(TAPE THIS FORM TO MR. HERT'S OFFICE DOOR AFTER HAVING COMPLETED THE ABOVE INFORMATION)</small>	



Gift Certificates/Gift Cards & Redemption



Selling a Gift Card

Use the gift card transaction "hot" key.

Enter card # (scan) and enter amount of gift card.

Complete the sale, print two receipts. One receipt goes to the customer and one for the register (put in far left hand side of the till).

Redeeming a Gift Card

Scan items in register just as a normal sale

Use the gift tender key

Scan the card when prompted. Retain the balance. Give customer receipt and print one for the drawer (put in far left hand side of the till).

DO NOT GIVE OUT CHANGE IF IT IS MORE THAN ONE DOLLAR

If card is used up—keep the card!--(put in far left hand side of the till)



Refunds

For those who want a refund on a product must bring back the product and we will exchange it for a gift certificate of the amount of that product. If the customer has a receipt we can give them back cash.

The extent of the refunds will be as follows. Wrong size, a defect before the product left the store, this will need to be a careful decision. A product that has been used and just brought back for no reason is **not acceptable**.

To properly adjust for all merchandise placed back in stock to adjust for the decrease in sales due to the return.

From the invoice screen-Locate the tab for returns (in the lower right)-show more options (F2) to view Return from invoice (F7)

Select invoice sale being returned from the invoice history list—enter invoice number if known from the receipt.

If unknown, search all invoices (F#) by scrolling the invoice list.
Complete the transaction as if it were a regular sale.

Hit F10 to process the return.

Print two receipts, one for the customer, and one for the register (put in far left hand side of the till).

Ordering for other groups and activities

The West-Side Connection will order merchandise for groups and activities but there will be a mark-up that is reasonable and fair to the group and the West-Side Connection. There will be a 5% mark-up on all items carried for other groups/activities (booster clubs, etc).



Advertising

When deciding on advertising, remember that the majority of our advertising is through posters, word-of-mouth, the Page/or morning announcements, Eye of the Warrior, and occasionally the Warrior's Word. The slogans on these advertisements need to be school appropriate. The use of beer, drugs, tobacco, and other inappropriate topics is not permitted. Use common sense when choosing a slogan and graphics. Ask Mr. Hert if you have any questions. One of the most important parts of advertising is your creativity.

West-Side Connection's NEW on-line e-store!

When we are out of a certain item or customers are wanting something we don not have direct them to our NEW on-line e-store! Customers can access it by going to the West homepage and click on the new online e-store in the upper left hand corner!

Benefits of the e-store, customers can...

- Customize their own item
- 1000 of products to choose from
- May only order 1 item
- Can pay with credit card
- Customer will have item in 2 weeks

(See next page for homepage design and logos)



Grading

Each semester, 25% of your class grade will be based on your performance as an employee of the school store. Working in the school store is REQUIRED of ALL Marketing Education students. The grade is determined by the amount of time you work (total minutes) based on your availability to work. Other factors in grading include number of tardies, no shows, leaving early etc. If an employee does not show up when scheduled to work they lose points. This will have a negative effect on their grade. **They will not be able to work extra credit in the school store.**

Remember! 25% of your class grade will be based on your performance as an employee! If you don't show up for your shift you will lose points. You will not be able to earn any extra credit. If you cannot make the shift you are signed up for, it is your responsibility to find a replacement.

School Store grade= minutes worked + Mid Quarter Assessments (see appendix)

Each mid-quarter and end of the quarter we will count store minutes in class.

Round each minute up if greater than .5, see below...

Calculate the total minutes below.

Extra Credit Opportunities

As soon as you have worked your required shifts, you'll have the opportunity to work in the school store and receive extra credit. For the amount of time you work equals the number of extra credit points you will receive! (example: 7:30-8:00am = 30 EC points). The maximum points of extra credit you can receive for the school store is 150 minutes.

Remember, however; if you have more than one late assignment you will not be eligible for any extra credit.



Loitering

There will be no loitering in the store. If customers are loitering, ask them to please move along so that other students may use the store. Once a customer buys something, they should move along. Just because they bought something doesn't mean they can hang around in the store. If these people are your friends who come in to visit with you during the time you are assigned to work, you had better not let them loiter. I do not want to see anyone behind the counter except marketing students PERIOD!!



Cleaning

It is the responsibility of all store personnel to make sure that the store is neat and clean at all times. No one likes to shop in a pigsty! Everyone likes to shop in a neat and well-kept store. Take it upon yourself to clean fingerprints on the door and organize things under the cash register. Keep the store looking good and keep busy! Look under the sink for cleaning supplies, etc. Boxes can be collapsed and brought to the loading dock back in the janitors room.

Miscellaneous Issues

You are a representative of the store at all times. When you are not working please act mature. I don't mind once you are done with all of your responsibilities if you do your homework. Do not cause problems for your fellow classmates/employees when they are working. BY THE WAY, the ONLY people who should be behind the counter, are those employees who are working. From time to time, a Manager may need to go behind the counter, BUT NO OTHER STUDENTS should go behind the counter unless they are working or asked to help out by the employees working at the time. In other words, unless you are scheduled to work in the store, you are not allowed to go behind the counter! You are responsible to the entire store while you are working. Do not play with the cash register or allow other students to touch the machine.

KEEP YOUR EYES OPEN-WATCH WHATS GOING AROUND YOU AT ALL TIMES.

Also, make sure both employees are not "hovering" over the cash register at the same time. Keep your eyes on the customer at all times! It is your responsibility to make sure that our "customers" do not rip us off. It only takes a second or two for one of them to take a pack of gum or remove a pair of shorts from the rack, **SO PLEASE KEEP YOUR EYE ON THEM AT ALL TIMES!**

Have common courtesy when coming to Mr.Hert's room during a class to get the keys for the store.

Need Change?

If you need change during your shift you may go to the business office to get change. Make sure it is not busy and/or your partner covers for you. There must be two employees in the store. Make sure you take the correct money in bills in exchange. If there is only one person working and Mr. Hert is in his office, he

will be more than happy to get change for you! Make sure to take along the hallway pass.



Retail Theft by Customers

Shoplifting is a very serious problem. We are not in business to watch merchandise walk out of the door without being paid for. We are in business to make a profit. If you see someone stealing from the store, find out who they are if at all possible. One of the employees should signal a commons supervisor or Mrs. Keene (if Mr. Hert is not available) for help in assisting to stop the person who is to be questioned. If you do not approach the student you should report the theft to Mr. Hert ASAP! Retail theft is a POLICE matter and the police liaison or principal will be called in to assist in the matter. Don't worry the incident will be caught on the security camera! The most important piece of information to relay to Mr. Hert, Dave Jackson, or Kristin Zempel is the approximate time of the incident!



Stocking

The stocking will be done by the School Store Manager(s) as well as the employees (you). The back stock (except for candy) will be locked up. The storage room is directly across the hall by the Career Center. Make sure it is locked at all times. If you need to get beverages or clothing the key is the same as the stores just make sure it is locked when you are done!



As an employee, you have the following responsibilities:

1. Keep all the stock facing the customer.
2. Keep the stock neat.
3. Keep store looking neat at all times.

STOCKING IS A MUST---WE CANT MAKE MONEY IF THE STOCK IS NOT ON THE SHELVES!

<u>Pepsi Cooler</u>	<u>Coke Cooler</u>	<u>Snapple Cooler</u>
Aquafina	Dasani	Calypso
Gatorade	PowerAid	Snapple Products
Dole Juices	Fruitopia	
Propel		
V8		



Eating on the Job

This is a very touchy area with me. Since some of you will be working in the store during your lunch hour, I will allow you to eat while you are working. If you need to buy food from the commons, you may do so; however, only one person at a time will be allowed to leave the store at one time. Since customers don't expect to be waited on by someone who is eating, please put your sandwich down while you are waiting on the customer (NO ringing the register with one hand and eating with another!). The back counter will be the best place for you to set your lunch while you are eating/working. Please be sure to clean up after yourself and use the trash cans. Also, keep soda on the back counter as well.

Personal Belongings

When you come to work your shift in the school store you MUST put your backpack in the DECA Office. No jackets allowed while working as well! Under no circumstances should you have your purses or duffle bags at or behind the counter.

Speaking of Invoices *(sample invoices in appendix)*

Once in a while you may have to check in merchandise that has just arrived in the store. Checking in merchandise requires you to do several things. Look at the invoices in the appendix. Note the important things to watch for. Your major concerns are: (1) the quantity ordered and the quantity shipped is identical. Sometimes the company says they sent us the amount we ordered, when they didn't. The most important thing to look for is the actual quantity received. Count ALL merchandise to determine if we actually received the quantity we are being billed for. Don't assume! (2) The other important thing to watch for when checking in merchandise is to watch for damages. Don't assume everything in the order is ok. Examine the items/merchandise.

Note on the invoice that the unit price shown is the "wholesale" and is used to determine the actual or "retail" price that a customer will pay. NEVER use invoice prices to price merchandise unless the price is shown as "RETAIL." Take a look at the invoices in the appendix?

Cost VS True cost?

End of Day Cash Report

Date: _____

Employee(s): _____

Specific Instructions:

1. Exit Invoice Screen – Press Cancel Sale key.
2. Select Balance Register Option.
3. Enter closing Sales ID and Password
4. Choose POS 1 or POS 2 depending on which register you are at
5. In Coin Counter Menu count amount of cash denominations and enter in each of select fields (pennies, dimes, quarters, etc.)
6. Once completed choose OK or F10.
7. Your cash count should appear in cash field
8. At this time add any checks or gift certificates in the correct fields. At this option the register will tell you if you are over or short for overall register counts, write down below whether you are over or short.
9. Choose to **Post** register (if it's w/in \$20 over or short). Choose to not print report.
10. You will then be taken to the Final Balance screen.
11. Put \$30 in the register (Coins, \$1, \$5).
12. The screen will show you "YOUR CASH DEPOSIT" total. Record amount in b.
13. Repeat steps 1-12 for POS #2
14. Add both deposits (b.) together and record total on white Wausau West Organization Fund Deposit Slip.
15. Put Deposit slip and both POS deposits in cash bag along with Organization Fund Receipt.
16. Staple any Gift Certificates to this form and place it on the ledge/window facing Mr. Hert's Office.
17. Close the store and take cash bag directly to Mrs.Klinger in the Business Office.

POS#1

POS #2

Physical Count

Physical Count

Checks and Cash w/\$30

Checks and Cash w/\$30

a. _____

a. \$ _____

Difference

Difference

S/O \$ _____

S/O \$ _____

Deposit

Deposit

b. \$ _____

b. \$ _____

Total Deposit (POS 1 & 2)\$ _____

Comments:



End of Day Cash Report

Date: _____

Employee(s): _____

Specific Instructions:

1. Exit Invoice Screen – Press Cancel Sale key.
2. Select Balance Register Option.
3. Enter closing Sales ID and Password
4. Choose POS 1 or POS 2 depending on which register you are at
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POS#1

POS #2

Physical Count

Physical Count

Checks and Cash w/\$30

Checks and Cash w/\$30

a. _____

a. \$ _____

Difference

Difference

S/O \$ _____

S/O \$ _____

Deposit

Deposit

b. \$ _____

b. \$ _____

Total Deposit (POS 1 & 2)\$ _____

Comments:





Name: _____

Date: _____ GP: _____

Marketing IA

Marketing IB

Marketing II

SCHOOL STORE MID QUARTER ASSESSMENT

ME Standard

Demonstrate the skills, knowledge and attitudes needed for an entry-level job in a retail work environment.

2

SELDOM/NEVER
"YOU'RE FIRED!"

- Revisit 2007-2008 School Store Handbook
- Addresses without attention
- Frequently absent
- Poor attitude

4

FEW
"COULD I SEE YOU IN MY OFFICE FOR A FEW MINUTES?"

- Lacks interest
- Needs further Understanding
- Occasionally absent

6

SOMETIMES
"WE MAY HAVE A SEASONAL POSITION OPEN"

- Competent
- Proficient
- Little errors
- Pleasant to customers

8

ALWAYS
"YOUR HIRED!"

- Exceptional employee
- Follows all guidelines and procedures.
- Expert
- Error free
- Treats customers as kings and queens
- Trustworthy

<p>POS COMPUTER/REGISTER OPERATIONS</p> <ul style="list-style-type: none"> · clock in, clock out · customer transactions · count change back · check handling procedures · enter non-bar-coded merchandise "hot" buttons · print/reprint receipts · gift cards/certificates, sell and accept · Process returns 	<p>2 4 6 8</p>
<p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> · greet all customers · eye-contact · assist customers if needed · maintain positive attitude · smile · maintain traffic flow/wait-time? · customer complaint free (includes teachers) 	<p>2 4 6 8</p>

ATTENDANCE/RELIABILITY <ul style="list-style-type: none"> · works weekly scheduled shifts · shows up on time · completes switch form or notifies Hert of scheduled absence in advance · trustworthy 	2	4	6	8
ACCURACY <ul style="list-style-type: none"> · POS transactions are error free · Cash in till is correct · Register till is set-up correctly 	2	4	6	8
ORGANIZATION/CLEANLINESS <ul style="list-style-type: none"> · spills, trash, etc are cleaned up · back table is clutter free · organizes stock · organizes merchandise and apparel 	2	4	6	8
PROBLEM SOLVING/TROUBLE SHOOTING <ul style="list-style-type: none"> · if employee has a problem with a customer or POS system h/she will utilize the appropriate resources (ie- handbook, partner, etc) 	2	4	6	8
OVERALL COMMUNICATION <ul style="list-style-type: none"> · Shares many ideas related to the overall goals of the store · Listens attentively to others · Empathetic to other people's feelings and ideas (customers and work partner) 	2	4	6	8
JOB DUTIES/TASKS/KNOWLEDGE <ul style="list-style-type: none"> · completes work reports · clear understanding of the school stores overall operation 	2	4	6	8
OVERALL INITIATIVE <ul style="list-style-type: none"> · consistently keeps busy · brings and implements new ideas to the Store · looks for things to do 	2	4	6	8



Date _____ West Side Connection _____

Wausau West High School

Account Name _____

Contact Person _____

ITEM CODE	20 oz. Bottles	Cases	ITEM CODE	20 oz. Bottles	Cases
20100	Aquafina Splash Raspberry		2001	Pepsi	
20101	Aquafina Splash Citrus Blend		2002	Diet Pepsi	
20102	Aquafina Splash Wild Berry		1203	CF Diet Pepsi	
20105	Aquafina Splash Grape		2023	Vanilla Pepsi	
	12 oz. Gatorade		2006	Cherry Pepsi	
12133	Gatorade Punch Ice		2038	Diet Cherry Pepsi	
12132	Gatorade Berry		2010	Mt. Dew	
12123	Gatorade Fruit Punch		2011	Diet Mt. Dew	
			2013	CF Diet Mt.Dew	
			2014	Mt. Dew Code Red	
	.5 L Bottles		2015	Diet Mt. Dew Code Red	
5121	Propel Wild Berry		2019	Live Wire	
5120	Propel Kiwi Strawberry		2020	Mug Root Beer	
5124	Propel Lemon		2025	Squirt	
5122	Propel Grape		2027	Ruby Red Squirt	
			2090	Sierra Mist	
	Dole 10 oz. Juice		2091	Sierra Mist Free	
1074	100 % Orange Juice		2039	Hawaiian Punch	
1077	100 % Apple Juice		2040	Sunny Delight	
10218	100 % Fruit Punch				
			2044	Lipton Tea (Green)	
	9.5 oz. Frappicino			Lipton Tea (Diet Green)	
	Frappicino Mocha		2045	Lipton Tea (Lemon)	
	Fraapcino Vanilla			Lipton White Tea (Diet)	
	20 oz. Water		20152	Tropicana Lemonade	
			20153	Tropicana Pink Lemonade	
	Chippewa Water		20150	Tropicana Peach Papaya	
2062	Aquafina				

Available Mid- September

Diet soft drinks as approved for the Wausau School District