

**BEST ONE**

**TRAINING**

**FILE**

### **PROOF OF AGE - ONLY ACCEPT**

- PASSPORT
- PHOTO DRIVING LICENCE
- PROOF OF AGE SCHEME CARD
  
- ENSURE THAT THE PICTURE IS OF THE PERSON REQUESTING ALCOHOL
- THAT THE ID HAS NOT BEEN ALTERED IN ANYWAY
- THAT IT IS CURRENT AND NOT EXPIRED

REMEMBER CHALLENGE 21 POLICY. IF A CUSTOMER LOOKS UNDER 21 YOU MUST REFUSE THE SALE UNLESS THEY CAN PROVIDE YOU WITH VALID IDENTIFICATION.

POLITELY ASK THEM TO COME BACK WITH SOME ID, OR GIVE THEM AN APPLICATION FORM FOR A PROOF OF AGE CARD.

ALL REFUSALS ARE TO BE LOGGED IN THE REFUSAL OF SALE BOOK.

IF A CUSTOMER SAYS THEY HAVE BEEN SERVED BEFORE BY ANOTHER MEMBER OF STAFF (SOME WILL TRY IT ON) STILL REFUSE UNLESS YOU HAVE SEEN THE RELEVANT IDENTIFICATION.

IF A CUSTOMER COMES IN DRUNK DO NOT SERVE THEM, MOST OF THEM WILL JUST LEAVE BUT ON OCCASIONS CAN GET AGGRESSIVE. REMEMBER YOU HAVE A PANIC ALARM, RING THE BELL FOR OTHER STAFF MEMBERS OR PICK UP THE PHONE AND CALL THE POLICE IF YOU ARE WORRIED.

**REMEMBER TO STOP AND LOOK AT THE CUSTOMER (ON AVERAGE YOU SHOULD LOOK AT THEM FOR ATLEAST 7 SECONDS). EVEN IF YOU ARE BUSY TAKE TIME AND CARE.**

**DO NOT WORRY ABOUT OTHER CUSTOMERS WAITING, IF ITS SOMETHING THEY WANT THEY WILL WAIT, IF NOT THEY WILL LEAVE. YOU ARE ONLY DOING YOUR JOB.**

### **AGE RESTRICTED PRODUCTS**

<u>PRODUCT</u>	<u>MINIMUM AGE</u>
CIGARETTES	18
LOTTERY	16
LIQUEUR CHOCOLATES	16
VIDEOS	CHECK CERTIFICATE 12,15,18
KNIVES	18
FIREWORKS	18
PARTY POPPERS	16
LIGHTER REFILLS/LIGHTERS	18
TOBACCO RELATED PRODUCTS	18
SOLVENTS	18

## MOST IMPORTANT RULES

**WHEN SERVING ALCOHOL OR TOBACCO PRODUCTS YOU MUST ASK TO SEE IDENTIFICATION. IF YOU HAVE ANY DOUBTS AS TO THE AGE OF THE CUSTOMER.**

**REMEMBER CHALLENGE 21 - NO ID NO SALE**

**ANY REFUSAL OF SALE MUST BE LOGGED IN THE REFUSAL OF SALE BOOK. THIS IS KEPT AT THE SIDE OF THE TILL.**

**WHEN TAKING A LOTTERY SALE YOU MUST ENSURE THE CUSTOMER IS 16 YEARS OLD OR OVER.**

**ANY REFUSAL TO BE LOGGED IN THE LOTTERY REFUSAL OF SALE BOOK. THIS IS KEPT AT THE SIDE OF THE TILL.**

**ALL PAYPOINT TRANSACTIONS ARE CASH ONLY. YOU SHOULD ASK EVERY CUSTOMER BEFORE YOU COMPLETE A TRANSACTION THAT THEY HAVE CASH AND PUT THE MONEY THROUGH THE TILL BEFORE COMPLETING ON THE PAYPOINT TERMINAL.**

**ONLY IN EXCEPTIONAL CIRCUMSTANCES WILL PAYMENT BY CREDIT/DEBIT CARD BE TAKEN, FOR EXAMPLE IF YOU HAVE PUT THE TRANSACTION THROUGH AND ARE UNABLE TO REVERSE IT.**

**IF A CUSTOMER SAYS THEY WILL COME BACK WITH THE CASH, WHEN YOU HAVE ALREADY COMPLETED THE TRANSACTION YOU MUST**

- **FIRST STILL TRY TO REVERSE THE TRANSACTION, IF YOU MANAGE TO REVERSE IT GIVE THE CUSTOMER BACK THERE CARD/KEY**
- **IF YOU ARE UNABLE TO REVERSE THE TRANSACTION KEEP HOLD OF THE RECEIPT, CARD/KEY UNTIL THE CUSTOMER COMES BACK AND PAYS FOR THE TRANSACTION.**
- **ANY CLAIMS TO PAYPOINT FOR TRANSACTIONS ERRORS ARE SUBJECT TO THERE DISCRETION AND ARE NOT REFUNDED FOR SIX WEEKS.**
- **WHEN SERVING YOU SHOULD ALWAYS REPEAT TO THE CUSTOMER WHAT THEY HAVE ASKED FOR (WHAT NETWORK THEY WANT CREDIT FOR, HOW MUCH ON GAS AND ELECTRIC ETC)**
- **IF YOU DO NOT DO THE ABOVE YOU MAY END UP PAYING FOR THE TRANSACTION YOURSELF UNTIL PAYPOINT REFUND US.**

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**IF THEY DO NOT REFUND US IT WILL COME OUT OF YOUR WAGES**

## **STAFF DUTIES**

- SERVE CUSTOMERS AT THE TILL (as soon as a customer comes into the shop you should be behind the counter watching)
- TO KEEP ALL TILL AREA CLEAN AND DUST FREE
- TO WIPE DOWN AND DUST SHELVES ON SHOP FLOOR IN QUIET PERIODS.
- WHEN CLEANING TO PAY ATTENTION TO DATES AND ENSURE STOCK IS ROTATED. ANYTHING GOING OUT OF DATE/SHORT DATED TO BE LOGGED IN THE DATE BOOK.
- FLOOR TO BE SWEEPED UP ON SHOP FLOOR AND BEHIND COUNTER.
- MAKE A LIST OF ANY ITEMS OF STOCK THAT HAVE FINISHED OR RUNNING LOW.
- CRISPS ARE TO BE TOPPED UP DAILY (PUT DATES ON BOXES)
- COFFEE MACHINE AREA TIDY AND FULLY STOCKED
- LOTTERY PLAYSTATION TO BE TOPPED UP WITH SLIPS/CLEANED/PLAYSTATION BIN EMPTIED ETC
- CHECK DATES ON CAKES/BREAD/SANDWICHES/CHILLER
- KEEP ALL ITEMS BEHIND COUNTER TOPPED UP IE: CIGARETTES, TOBACO PRODUCTS, SPIRITS, TILL ROLLS, CARRIER BAGS ETC. (if you are running low on cigarettes please ask well in advance for more stock. We should not be turning customers away when we have stock available).
- TIDY UP MAGAZINES AND CARDS

## **SHOP FLOOR DUTIES**

- **ALL STOCK IN STOCKROOMS TO BE WORKED THROUGH. ENSURING ALL STOCK IS ROTATED ANYTHING SHORT DATED IS TO BE RECORDED IN THE DATE BOOK. (INCLUDING TOILET PAPER AND GROCERY SECTION)**
- **KEEP SOFT DRINKS AND BEERS TOPPED UP IN THE BACK**
- **ANY NEW CASES MUST WITHOUT EXCEPTION BE PRICE CHECKED AND IF REQUIRED A NEW TICKET DISPLAYED.**
- **WHEN OPENING NEW CASES OF SOFT DRINKS IN PARTICULAR PLACE 2-3 CANS OR BOTTLES OF THE LONGER DATED STOCK IN THE BACK OF THE CHILLER. TO ENSURE CORRECT ROTATION.**
- **ANY STOCK THAT HAS COME IN FROM CASH AND CARRY MUST HAVE THE PRICE CHECKED AGAINST THE INVOICE.**
- **KEEP BREAD AND MILK TOPPED UP.**
- **KEEP ALL SOFT DRINKS, BEERS, CIDER AND WINE TOPPED UP CHECK DATES AND ROTATE STOCK WHERE APPLICABLE.**
- **TOP UP HANCOCK SWEETS AND HANGING BAGS**
- **WHEREVER POSSIBLE CLEAN SHELVING AND CHECK DATES ON STOCK**
- **BRUSH AND MOP SHOPFLOOR.**

**DAILY TASKS EVERYONE SHOULD BE DOING**

- IF SCRATCHCARDS ARE RUNNING LOW ASK FOR MORE
- MAXIMUM PAYOUT FOR LOTTER IS £100 (UNLESS AUTHORISED BY KAM OR RAJ)  
SCAN ALL SCRATCHCARDS
- WHEN ACTIVATING SCRATCHCARDS ENSURE YOU HAVE THE RECEIPT SAYING ITS  
BEEN ACTIVATED BEFORE PUTTING THEM INTO THE DISPENSER
- ASK FOR CIGS BEFORE YOU RUN OUT
- ALL CIGS TO BE SCANNED
- TAKE SLOW SELLERS OFF AROUND 6.30PM
- CHECK DATES ON CASES BEFORE YOU OPEN THEM. ASK BEFORE YOU PUT  
SOMETHING OUT WITH A SHORT SHELF LIFE
- PRICE CHECK ALL STOCK AND CHECK PRICE AGAINST INVOICE
- START BAGGING UP CHANGE AT 7.30PM
- MAKE A LIST OF MILK IN BACK FRIDGE WHEN SHOP FLOOR IS FULL. TAKE MILK  
OUT OF PLASTIC WRAP (DOES NOT NEED TAKING OFF ON A SATURDAY NIGHT AS  
NO DELIVERY ON SUNDAYS)
- DO NOT TAKE WRAP OFF DURING DAY ESPECIALLY ON FOUR PINTS, IT IS EASIER  
TO CARRY ONTO SHOP FLOOR WHEN WRAPPING IS ON.
- MAKE SURE NOTHING IS ON HOLD BEFORE DOING THE Z TOTAL
- IF YOUR UNSURE OF ANYTHING ASK

### STAFF PURCHASES

- ALL STAFF/FAMILY PURCHASES ARE TO BE PROCESSED BY KAM, RAJ OR ANOTHER MEMBER OF STAFF IF WE ARE NOT AVAILABLE.
- UNDER NO CIRCUMSTANCES SHOULD ANYONE PROCESS THEIR OWN TRANSACTIONS
- IF YOU ARE GOING TO REQUIRE CIGARETTES OR FOOD PURCHASES WHILE YOU ARE WORKING, THEY SHOULD BE PURCHASED BEFORE YOUR SHIFT BEGINS.
- IF YOU NEED TO MAKE ANY PURCHASES ON AN EVENING, THESE SHOULD BE CARRIED OUT AT LEAST AN HOUR BEFORE CLOSE.
- ANY PURCHASES MADE WHEN KAM AND RAJ ARE NOT WORKING NEED TO BE LOGGED IN THE STAFF PURCHASE BOOK.
- YOU WILL BE CHARGED FOR THESE ITEMS ON OUR RETURN, OR THE NEXT SHIFT YOU WORK. ALL ITEMS ARE TO BE CLEARED WEEKLEY AND PAYMENT WILL BE DEDUCTED FROM YOUR WAGES IF NOT CLEARED BY YOU.
- ANY ITEMS FOUND THAT HAVE BEEN CONSUMED BY YOU AND NOT LOGGED IN THE BOOK WILL BE CHARGED FOR, EVEN IF YOU SAY YOU HAVE PAID FOR THEM. SO PLEASE FOLLOW PROCEDURE.

### ADDITIONAL INFORMATION

- FOOD SHOULD NOT BE CONSUMED ON THE SHOP FLOOR
- WHEN FRIENDS AND FAMILY COME INTO THE SHOP, ASK THEM TO MAKE THERE PURCHASES AND LEAVE
- **NO MOBILE PHONES ARE TO BE USED WHILE WORKING (NO RINGING OR TEXTING)**

### **FAMILY AND FRIENDS**

- UNDER NO CIRCUMSTANCES SHOULD THERE BE ANY MEMBER OF YOUR FAMILY OR FRIENDS HANGING AROUND WHILE YOU ARE WORKING.
- IF SOMEBODY YOU KNOW COMES INTO THE SHOP YOU NEED TO SERVE THEM QUICKLEY AND CONTINUE WITH YOUR WORK.
- IF SOMEONE IS TO MEET YOU AFTER WORK PLEASE CAN THEY STAND AT THE FRONT OF THE SHOP AND WAIT FOR YOU TO GO ROUND ONCE WE HAVE LOCKED UP.

### **MOBILE PHONES**

- ALL MOBILE PHONES SHOULD BE SWITCHED OFF OR PUT ON SILENT WHILE YOU ARE WORKING.
- NOBODY SHOULD BE TEXTING, OR ON THERE PHONE WHILE WORKING, UNLESS AUTHORISED BY KAM OR RAJ.
- PLEASE GIVE YOUR FAMILY THE FOLLOWING LIST OF CONTACT NUMBERS IN CASE OF EMERGENCY.
- KAM - 07533 704650
- RAJ - 07970 121249
- SHOP - 01132 734994

### **BAGS AND PERSONAL BELONGINGS**

- PLEASE KEEP ALL BAGS AND PERSONAL BELONGINGS IN THE KITCHEN. IT IS ADVISABLE NOT TO BRING ITEMS OF GREAT VALUE TO WORK AS WE ARE NOT RESPONSIBLE FOR ITEMS GOING MISSING.

**SIGNED EMPLOYEE:**

**DATE**

**SIGNED MANAGER:**

**DATE**



## CLOSE OF BUSINESS PROCEDURE

- AT 5PM SWITCH OFF COFFEE MACHINE
- AS SOON AS IT STARTS GETTING DARK PUT OUTSIDE LIGHT ON.
- AT AROUND 6.00PM YOU CAN START TO PREPARE FOR THE CLOSE OF BUSINESS BY WORKING THROUGH THE CIGARETTES
- YOU SHOULD MAKE A LIST SO THAT THE GANTRY CAN BE FILLED IN THE MORNING.
- ALL STOCK SHOULD BE PACKED AWAY AND PLACED IN THE RELAVANT AREA.
- AT 8.20PM SWITCH OFF THE BEER CHILLER.
- COMPLETE RETURNS SHEETS FOR NEWSPAPERS; ENSURE YOU ARE RECORDING CORRECT AMOUNTS OF PAPERS BEING RETURNED AND THAT ALL RECALLED PAPERS ARE RETURNED SO CHECK THROUGH ALL THE PAPERS AS THEY CAN SOMETIMES BE HIDDEN UNDER OTHERS. THIS INCLUDES THE EVENING POST. (FAILURE TO COMPLETED THIS CORRECTLY WILL RESULT IN YOU PAYING FOR ANY MISSED RETURNS)
- CHECK DATES ON ALL CHILLED PRODUCTS, BREAD AND CAKES.
- SHUT DOWN THE ATM MACHINE AT 8PM ONCE DONE PULL ATM PHONE LINE OUT
- PUT GANTRY LIGHT ON
- ENSURE SCRATCH CARDS ARE FULL AND LOCK AWAY
- COUNT AS MUCH CASH AS POSSIBLE IN THE TILL.
- LOCK ALL DOORS IN THE BACK (4)
- LOCK DOORS TO TOILET AND KITCHEN
- BRING IN PAYPOINT STAND
- BRING SHUTTER DOWN TO FRONT DOOR IT MUST BE ALL THE WAY DOWN BEFORE YOU LOCK THE FRONT DOOR.
- SWITCH OFF RADIO FROM THE POWER BUTTON ON THE RADIO NOT FROM THE MAINS.

IF YOU FEEL ALL THIS INFORMATION IS UNNECESSARY AS YOU ALREADY KNOW WHAT YOU'RE DOING THEN WHY DO WE CONSTANTLY HAVE THINGS GOING WRONG?

### **DAILY TASKS EVERYONE SHOULD BE DOING**

- IF SCRATCHCARDS ARE RUNNING LOW ASK FOR MORE
- MAXIMUM PAYOUT FOR LOTTERY £100 (UNLESS AUTHORISED BY KAM OR RAJ)
- SCAN ALL SCRATCHCARDS
- WHEN ACTIVATING SCRATCHCARDS ENSURE YOU HAVE THE RECEIPT SAYING ITS BEEN ACTIVATED BEFORE PUTTING IT IN THE DISPENSER
- ASK FOR CIGS BEFORE YOU RUN OUT
- ALL CIGS TO BE SCANNED
- TAKE SLOW SELLERS OFF AT 6PM
- CHECK DATES ON CASES BEFORE YOU OPEN THEM, ASK BEFORE YOU PUT ANYTHING OUT WITH A SHORT SHELF LIFE
- PRICE CHECK ALL STOCK AND CHECK PRICE AGAINST INVOICE
- BAG UP ALL CHANGE AT 7.30PM (IF THERE IS ENOUGH CHANGE TO MAKE A FULL BAG IT SHOULD BE DONE ON A NIGHT IT ONLY TAKES A SECOND TO PUT IT IN A BAG)
- MAKE LIST OF MILK IN BACK FRIDGE WHEN SHOP FLOOR IS FULL. TAKE MILK OUT OF PLASTIC WRAP (WRAP DOES NOT NEED TAKING OFF ON SATURDAY NIGHTS AS THERE IS NO DELIVERY ON SUNDAYS)
- DO NOT TAKE WRAP OFF DURING DAY ESPECIALLY ON FOUR PINTS IT IS EASIER TO CARRY 8 FOUR PINTERS OUT IN WRAPPING IN ONE GO THAN TO STRUGGLE WITH 8 IN YOUR ARMS IN ONE GO
- MAKE SURE NOTHING IS ON HOLD BEFORE DOING THE Z TOTAL
- IF YOUR UNSURE OF ANYTHING ASK

**YOU MUST ALL BE AWARE OF UNDERAGE PURCHASES. IF YOU ARE NOT 100% SURE THAT SOMEONE IS OVER 18 DO NOT SERVE THEM WITHOUT SEEING ID, THINK CHALLENGE 25. THEY MUST BE OVER 18 EVEN TO BUY TOBACCO RELATED PRODUCT (RIZLAS, LIGHTERS, GAS, MATCHES ETC)**

**COMPLETE SALE OF REFUSAL BOOK**

**ANY LOTTERY AND SCRATCHCARD PURCHASES MUST BE OVER 16 AGAIN CHECK ID**

**ANYONE FOUND NOT CHECKING WILL HAVE DISIPLINARY ACTION TAKEN AGAINST THEM WHICH MAY RESULT IN THE LOSS OF THERE JOB**

AGENDA FOR STAFF MEETING 18<sup>TH</sup> APRIL 2012

- TILL BEING WRONG TOO MANY TIMES BY VERY HIGH AMOUNTS AND NO EXPLANATION.
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- ITEMS STILL BEING TAKEN BY STAFF AND NOT PAID FOR, THIS IS THEFT UNLESS YOU ARE FOLLOWING STAFF PURCHASE PROCEDURE.
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- REFUSAL OF SALES BOOKS - IS EVERYONE COMPLETING THEM WHEN THEY REFUSE A SALE.
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- NOBODY FOLLOWING INFORMATION GIVEN IN TRAINING FILE
- 
- COMMON SENSE NOT BEING USED WHEN DISPLAYING STOCK
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- PRICES OF PRODUCTS NOT BEING CHECKED AGAINST INVOICES AND PRODUCTS PUT OUT WITHOUT ANY PRICE
- 
- TOO MUCH TIME BEING SPENT BEHIND COUNTER DOING CIGS OVER AND OVER AGAIN. THINGS LIKE KEEPING CARRIER BAGS AND TILL ROLLS ETC FULL BEING IGNORED (REFER TO TRAINING FILE)
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- CUSTOMERS COMING IN WITH LARGE BAGS NEED TO LEAVE THEM NEAR TILL AREA, ESPECIALLY IF GOING TOWARDS WINES AND SPIRITS.
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- THEFT IS HAPPENING FROM THE SHOP, EVERYONE NEEDS TO BE MORE VIGILANT, ITS YOUR JOBS THAT ARE AT RISK.
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- BASIC THINGS LIKE DATE CHECKING AND CLEANING NOT BEING DONE
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- WHEN FILLING UP COFFEE MACHINE YOU ALSO NEED TO MAKE SURE CEREAL BARS ARE FULL AND CHEWING GUMS. (EVERY MONDAY WE SEEM TO COME IN AND THESE ARE EMPTY WITH STOCK SAT IN THE BACK WHY? )
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- WHEN TOPPING UP SOFT DRINKS ESPECIALLY, DATES ARE NOT BEING CHECKED AND STOCK NOT ROTATED. THIS SHOULD NOT BE HAPPENING
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- OUT OF DATE STOCK LEFT IN CHILLER AND CAKE SECTION FOR DAYS, LAST WEEK I PULLED OFF ABOUT TEN ITEMS. ALSO ITEMS THAT SHOULD HAVE BEEN REDUCED HAVE BEEN DUMPED IN KITCHEN FRIDGE. IF YOUR NOT SURE ASK.
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- MOBILE PHONE BEING SWITCHED OFF OR NOT CHARGED, IF YOUR ON A SHIFT WHERE KAM AND RAJ ARE NOT PRESENT YOU NEED TO MAKE SURE YOU HAVE A PHONE AVAILABLE SO WE CAN CONTACT YOU.
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- STOCK BEING PUT IN WRONG PLACES TO FILL UP GAPS. HOW ARE WE SUPPOSE TO KNOW IF SOMETHING HAS FINISHED IF ITS ALL COVERED UP.
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- WHOEVER IS ON TILL SHOULD BE DOING CRISPS AND COFFEE MACHINE. WE HAVE NEVER HAD A PROBLEM WITH THIS BEFORE SO WHY IS THERE SOMETIMES ONE PERSON ON TILL AND OTHER DOING THE CRISPS ETC. ONLY THING THAT SHOULD BE HAPPENING IS PERSON ON SHOP FLOOR COULD GET OUT CRISPS IF TILL PERSON IS STRUGGLING TO GET THEM OUT OF BACK.
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- FEED BACK BOOK NOT BEING COMPLETED
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- ON A NIGHT THE COUNTER SHOULD BE LEFT CLEAR, ANY SPIRITS SHOULD BE PUT AWAY NOT LEFT ON FLOOR
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- DO NOT GIVE AWAY MONEY BAGS, UNLESS YOU WANT TO REPLACE THEM
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- CHANGE BOX NOT BEING UPDATED. CHANGE TAKEN AND NOT REPLACED WITH NOTES (ANOTHER REASON TILL IS WRONG)
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- NO PERSONAL MOBILE PHONES SHOULD BE ON YOUR PERSON WHEN WORKING.
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- STOCK BEING LEFT TO BE PUT OUT IE LIGHTERS, RIZLA'S, SPIRITS ETC. JUST BEING LEFT.
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- WHEN STOCK IS RUNNING LOW NOBODY IS LETTING US KNOW EG: COFFEE MACHINE MILK IS LOW.
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- KEEP CONVERSATION WITH CUSTOMERS TO A MINIMUM. ANYBODY WANTING TO DO DEALS WITH CUSTOMERS NEED TO DO IT IN YOUR OWN TIME. WE ARE NOT PAYING WAGES FOR YOU TO CONDUCT YOUR BUSINESS IN OUR TIME.
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- NO FAMILY OR FRIENDS SHOULD BE HANGING AROUND THE SHOP OR AROUND THE BACK.
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- IF YOU HAVE TIME TO CONSUME FOOD BEHIND THE TILL ALL WORK SHOULD BE DONE.
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IF YOU TAKE A CREDIT/DEBIT CARD PAYMENT YOU NEED TO SIGN THE TOP OF THE RECEIPT.

NO PAYPOINT TRANSACTIONS SHOULD BE TAKEN BY CREDIT/DEBIT CARD. ANYONE FOUND TAKING THEM WILL HAVE TO PAY ALL BANK CHARGES FOR THE TRANSACTION.

