



Front End Manual



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Front End Manual

This document has been prepared to make sure you are fully trained on front end.

It encompasses policies and procedures that will provide you with an understanding of all aspects of working on the front end.

It is important that we implement the policies and procedure to insure you can provide exceptional customer service to each and every customer you come in contact with.

Our Customers

The **most** important part of your job is to establish customer confidence so that the customer believes that you are providing them with the highest level of service possible. This will be achieved by greeting customers in a friendly, confident and courteous manner at all times whether behind the counter or not. We practice and strongly encourage the 'three metre rule'. Whenever you are within three metres of any customer always acknowledge them with a friendly hello or smile.

Remember to smile.

Always remember, never leave or turn away from the customer service area (checkout) until the customer's sale has been completed and they have moved away. You never know what you may also be able to help them with.

Always acknowledge every customer in our store whether you are behind a counter, on the floor or outside.

Always be prepared to go to any extent to help a customer no matter how small or large the request is, and always remember the golden rules of customer service in our store.

1. Customers are the lifeblood of our business – without them we won't have a business.
2. Customers are not dependent on us – we are dependent on them.
3. Customers are not an interruption to our work – they are the purpose of it (our tasks are an interruption to our customer service).
4. Customers like to be treated and identified as individuals, so try to remember their name/s and/or situation.
5. A customer sold on service will always return, and that is the best advertisement we have. It is easy to get customers to come into our store, getting them to return consistently will be determined by the service they receive. Just remember any problem in the store can be turned from a negative to a positive by the correct customer service.

By keeping these principles in mind at all times you will enable us to meet our commitment to customers, and that is, ALL our customers are someone special.

- Make our customers feel welcome – acknowledge every customer always
- The three metre rule – whenever you are within three metres **ALWAYS** acknowledge them with a friendly hello and smile
- Go that extra mile – be confident, courteous, and use best manners at all times
- Be interested in our customers
- Solve our customers problems

[illegible]

How to Start your Shift Procedure

1. Grab your staff operator card from the operator card holder
2. Select a register draw from the cupboard.
3. Fill in your 'float breakdown sheet' with the date, your operator number (the last digits on your staff card), and your name. The float number should already be noted but if not please record this (located on the left hand side of the till)
4. Begin to count your float and record on the breakdown sheet under the 'Start Float Check' column. It is important to always count your float correctly and completely before you start your shift so as to confirm the previous operator made no calculating errors.**(never change the start float details)**
5. Total your float, record your name and then sign.
6. Any float discrepancies more then \$5 must be checked by another staff member.
7. Place the breakdown sheet back in your register draw under the \$50 notes section
8. Logon to the safe by clicking on a blank space and entering your operator pin. If logon was successful you will see your name appear in this space on the front screen
9. Take your draw to the register.

Store Specific notes:

Safe

How to log on

- Enter your unique code into the safe
- Press ok
- (1) start new shift
- Press OK

Dispensing change

- Enter unique code
- (1) deposit notes/dispense change

Register Procedures

HG Retail is committed to providing the safest possible working environment for its employees and customers. With this in mind, there are some very simple policies and procedures in place to minimise the risks involved with cash handling.

This procedure outlines the parameters in which employees must work to efficiently manage register processes, while ensuring accuracy and a level of service for the customer.

Policy for cash variances \$10 - \$25:

Cash variances between \$10.00 - \$25.00 negative or positive when balancing your register will result in a Performance Improvement Notice being issued.

A formal written warning will be issued should you receive three (3) Performance Improvement Notices relating to cash variances of between \$10.00 - \$25.00.

Continued cash variances of this nature will result in further disciplinary action which may include dismissal.

Policy for cash variances \$25 or more:

All cash variances will be investigated. Cash variances of \$25.00 or more, negative or positive when balancing your register are considered serious in nature.

In the first instance a formal written warning will be issued and continued cash variances of this nature will result in further disciplinary action which may include dismissal.

General Card Policy

There is no minimum customer purchase amount required to use the EFTPOS facility. The maximum amount a customer can withdraw via cash out while using their debit card will be dependant on the amount of cash you have in your cash draw (\$300).

Employees cannot process cash outs for themselves. Any employee cash out must be processed by another employee.

Cash outs at the register cannot be processed on a credit card.

Cash Out

There is a \$300 limit to cash out, depending on how much you currently have in your register.

There is now an ATM at the front of store you can direct customers to.

Transaction Processing

All card transactions are to be processed electronically. Where a card rejects, the EFTPOS lines are down, or the System goes into 'electronic fallback' mode, then the staff member is to ask the customer for another way to pay.

Under no circumstances is cash (cash out, cash advance) to be issued on a manual card transaction, or when the EFTPOS system is in 'electronic fallback' mode.

Unless a home delivery, under no circumstances are the numbers from the card allowed to be manually entered/typed into the machine.

Please refer any questions about cheques to the Customer Service Manager or Store Manager, normally they are not accepted in any circumstance.

Card Security

Excessive amounts of cigarettes purchased on any type of card should be dealt with extreme caution. If in any doubt as to the legitimacy of a transaction, staff should consult Management.

Floats

A float is a pre-determined amount of cash (notes & coin) e.g.: - at start or end of shift before any sales are put through.

- The float must be no less than \$280, and no more than \$310.
- The floats are found in the cupboard in the front end office.

Starting your shift – please arrive a few minutes prior to your start time to count your float and be on the floor at your start time.

Cash Security and Safe Drops

No more than \$300.00 in notes is to be in the staff member's register at any given time. When there is more than \$300.00 in notes in the register a cash drop is to be completed. Please be conscious that the staff member must have \$295.00-\$305.00 in the register for the float at the end of each shift.

No money should be left in the vision of customers.

Cash should not be placed in any area other than the register.

Cash drawers cannot be left open between transactions.

This is a safety procedure for cash handling and any breaches will result in disciplinary action.

If at any stage a customer confuses you and you lose count of the change that you have given to a customer or a customer queries the amount of change they have received, please stop. Apologise to the customer and simply inform them that you are confused and will require assistance. Ask for help from a manager, the manager will count the register and check the cameras to clarify what exacting has happened. Depending on what has occurred the manager will act accordingly take the appropriate action.

Tips and Overpayments

No tips from customers are to be encouraged or taken.

If a persistent customer leaves a “tip” it is to be reported to Management and a note made in the register and in the communication diary.

Should a customer “overpay”, the money should be placed in an envelope and placed in the register draw with a note made in the communication diary explaining the circumstances.



HOW TO USE POS

How to log on/off

- Collect your operator card from the folder
- Go to register and swipe your card
- Select the correct date for start of shift when the option comes up
- Put drawer in
- When changing registers throughout your shift, press log off button, only select ‘log off’ the drawer will open and you will be okay to take your register
- Once on new register swipe your card and it should come up with continue shift of the date – select yes and you are alright to go
- When finishing shift press log off key and hit ‘log off and end shift’ then ‘yes’
- When in the office place your card in the black folder under your number and complete counting your till

Voids

- Item menu
- Void item
- Highlight the product
- Press enter
- Accept

To void **MOST RECENT** item you have scanned press the ‘Item correct’ button (e.g. if you have accidentally double scanned) Note this process is **STILL** considered a void.

IMPORTANT – you must reprint ALL sale receipts that involve a void, an explanation must be written on this receipt as to why the void was done. At the end of your shift place all void receipts in the black folder with your operator card.

Refunds and Returns

It is our policy that a full refund or replacement will be made on any item purchased from our store which is found to be faulty. It is preferred that the customer be able to present a receipt to verify the purchase, however if the customer does not have a receipt you should use your best judgment, if in doubt call your manager.

The refund or return should always be put through the register and the appropriate notifications made. There is digital surveillance of all transactions. Please make sure that if the product is not to be returned to stock that you answer this question correctly on the register when completing the return/refund.

- item menu
- return/refund
- Choose whether the item is to be returned to stock (if expired, faulty etc. it will not be returned to stock)
- Scan the item, and you will see this appear on your screen with a negative (-) price amount

If the customer would just like their money back, hit 'total' then 'enter' to end the sale and give customer the amount displayed back.

If the customer has other items to purchase, just continue with the sale and this refunded amount will automatically be subtracted off the total bill amount.

All refunds/returns must be entered onto the refund/return sheet, which you will find on every checkout, also add the reprinted receipt with the reason for the refund. This will be checked daily by management.

Refunds are able to be authorised at the discretion of the employee provided that:

- Goods are in perfect condition or alternatively are a faulty or out of date/poor quality product.
- Sales dockets are produced confirming the original purchase.
- Refunds to be completed in the same method of payment as the original sale.

Markdowns

GM Mobile markdown labels scan however if you are in the situation where you must process a markdown the following process is to be followed.

- Scan the product
- Item menu
- Markdown
- Highlight the product
- Enter markdown price
- Select

Your next screen will show you the items original price and then the mark sown price you have just entered. Please check that this is correct.

This receipt needs to be reprinted as all markdowns MUST be kept.

Charging Accounts

When charging an account you follow the procedure as follows:

1. Put through transaction as normal.
2. After transaction has been totalled select more in the top right hand side of register screen.
3. Select Charge Account in top right hand side of register screen
4. Enter in Customer Account Number that customer has given and press enter
5. Yellow Screen will pop up with Customer Account Name--> ask customer what the account name is called to verify and press enter.

The receipt and account charge slip will print. A duplicate copy must be printed. The customer must sign both copies, they keep one and we keep one. Place our copy of the receipt in your register draw.

At the end of your shift please place these receipts in the drawer marked charges.

Payouts – Petty Cash

Payouts must be agreed to by management. Please do not perform a pay out unless authorised.

- Account menu
- Payout
- Enter amount to be paid out
- Press cash
- Get a signature for payout on the printed receipt
- Give the client the second copy and place the signed copy with the bill in the register

Pick-Ups

It is important for all operators to keep up to date with how much money they have in their register. Depending on your store, you will have constant prompts from the register informing you that you need to do a pickup. Please do not allow your money to build up. There should never be any more than \$300 in notes your register.

When doing a pickup at the register, count the money at the register and follow the below process before going out the back:

- Account button
- Pickup
- Enter amount
- Accept
- A receipt will printout, write your name and sign
- Place this in the register

Then discretely take money into cash office. A pick up should be done with no or minimal customers present, so exposure to risk is at a minimum. Enter your code into the safe and deposit your notes through the feed.

Once all money is inserted hit deposit on the safe. Press exit and a receipt will be printed. Take the receipt back to your register and place in your register. At the end of your shift, all deposit slips and signed receipts are to go into your plastic wallet.

Department Sales

When a product doesn't scan:

1. Call a department manager to get price and let them know the product isn't scanning
2. Scan item – when yellow/white screen appears with unknown PLU hit continue
3. When the next screen 'confirm function' appears hit accept
4. Enter department number for the product (located in list on the right of each register) then hit accept
5. Enter amount of product then hit accept (the department and price will then appear on screen)
6. Once transaction has finished and receipt has printed an 'item not on file' receipt will print out. Put a description of the product on the receipt, and name of the person who got the price for you
7. Place the receipts in 'Departments Sales' tray in front office

If in doubt please ask someone, do not just assume you are doing it correctly.

Price Enquiry

If a customer asks you 'What is the price of this item?', you can find that out by doing a Price Enquiry, to do this:

1. Press the Item Menu Button on the register,
2. Select price inquiry and then scan product.
3. Yellow screen will appear with product price.
4. Select yes if customer wants to purchase or select No if customer does not want it.

Please do not scan the item and then void it as the Front End reports will reflect this void as opposed to simply informing the customer of the price.

Keyed Sales

Try your hardest not to do a keyed sale.

Unknown PLU

- Price first
- Department next

If the product has no barcode, please call the department manager to get another one that has a barcode.

Split Payments

Customers can do a split payment for their groceries

- a) If paying by cash and eftpos

Process the cash amount first by typing in the amount they have given you and hitting the 'cash' button on the screen.

The screen will now display the eftpos amount remaining. You must type this amount in (this eftpos amount does not get rounded – we have to type in the exact amount

displayed, e.g. \$12.56) and then hit the 'eftpos/credit card' option on your screen. You will now be prompted to finish the sale.

b) If paying by two eftpos transactions

Same process as above, type in the amount and hit 'eftpos/credit card' option. Make sure that the second eftpos transaction amount is NOT rounded, as stated above.

For cash, your register drawer will open at the end of the sale as your receipt prints. This is when you can put away the cash received.

Counting Change

When needing change for your register, please remember that change is distributed in the following denominations

5c	\$2
10c	\$4
20c	\$4
50c	\$10
\$1	\$20
\$2	\$50
\$5	\$50
\$10	\$100

Counting Floats

When you have finished your shift and need to count the float for the register draw, to ensure that the next person has change in their register draw, we ask that you do the following:

1. Start at the 5 cent pieces and count all of them
2. Continue to count all your coins
3. Proceed to count the \$5 notes
4. Continue working your way from smallest to the largest

Remember that your float consists of \$300.00. Once you have reached the \$300 amount, take the remaining money out of the register draw and deposit this into the safe.

Cash Transactions

All cash transactions must take place at the registers; no employee is to take money from customers anywhere else in or around the store. The video surveillance will pick this up.

Cash registers need periodic cleaning, this will reduce the potential of untimely breakdowns that may cause considerable disruption to the normal store operations.

Defer Sales

Defer sales should be minimal. On self-serve register, if a customer needs to pay by cash **DO NOT** void the transaction. Suspend the sale and take the receipt and the customer to a cashier so the sale can be resumed.

Service 10

A Service 10 is a service we offer to all of our customers. If they have a lot of shopping we will offer a service 10 which means that we will walk their shopping out to the car for them, unload it into their car and bring the trolley back for them.

If you are busy NEVER leave your checkout please call over the PA system that you need a service 10. **This service must be available at all times for all of our customers.** Please use your discretion.

Service 10 also means that we need trolleys collected from the car park.

Gift Cards

IGA gift cards have a minimum loading of \$30 and a maximum of \$400.

How to sell a gift card:

1. Scan the barcode on the back of the card
2. Enter the amount to be loaded
3. Hit total and proceed with customer payment for gift card
4. Give customer receipt of payment
5. You will now be prompted to load the gift card
6. Hit continue on your screen
7. Swipe the gift card through the eftpos machine
8. Select savings and enter 0000 as the pin
9. Give the customer the receipt
10. Write the amount and issue date on the reverse of the gift card

Fuel Voucher Redemption

IGA participates in a fuel scheme, where we will accept any customers fuel receipt and they will receive 4 cents off their groceries per litre up to 80 litres.

1. scan customers groceries as normal
2. customer will present you with their fuel receipt
3. in the menu section on the touch screen go into 'FUEL DISCOUNT'
4. enter the amount of litres that is present on the fuel receipt (please note you cannot use a decimal number therefore if the receipt says 38.6 litres then round it to the nearest litre ie. 38 litres)
5. hit the 'qty' button
6. select the petrol company that the receipt came from
7. Yellow screen will appear hit accept/continue
8. then total the transaction and continue to payment as normal
9. **Please note** fuel receipt must be no older the 2 weeks and we can only do up to a max of 80 litres.

Payment by Gift Card

If a customer is paying for their groceries with a gift card, you must enter the amount and then hit 'eftpos/credit card' button – even if they are paying the full amount. If you don't enter a dollar amount before hitting eftpos button the transaction will fail to complete.

We cannot check the balance of a customer's gift card – details of where to go to do this are on the back of their card.

Gift cards are processed like an eftpos card. **YOU CANNOT GET CASHOUT WITH A GIFT CARD.** They are valid for twelve months from the issue date.

Discounts

Discounts only apply to staff and senior customers.

Seniors get five percent off all products excluding cigarettes, gift cards, e-pay products and specials.

Staff members get five percent off all products excluding cigarettes, gift cards, e-pay products and specials. They also get an extra 20% off fresh produce.

Staff discount is a privilege and is for your own personal use, any abuse of the system such as extending the offer to family or friends will be deemed as theft and appropriate action will be taken.

Staff discount:

- Total payment
- Swipe MyIGA card, the discount is automatically processed

If a staff member is **NOT** leaving work (e.g. on their lunch break) their items must be labelled with a check seal over the barcode. Please record the date on the check seal, then initial. If you are unable to initial the item, label the item with the sticker (e.g. bakery item) then give the staff member the receipt.

Senior discount is processed by following the procedure below:.

- Total payment
- Select more
- Select more again
- Select discount
- Select senior

Register Receipts

Depending on your store, the register will now prompt you to ask the customer if they would like a receipt. At present the register will only print EFTPOS receipts, please ask the customer if they would like a receipt. If the customer says 'No' finalize the sale as shown/trained to do. If the customer replies "Yes", you will have to reprint the receipt, place the receipt into the customer's bag once the sale has been finalised. The receipt must be placed into the customer's bag at the end of the sale, unless the customer specifically asks for the receipt to be handed to them.

The myIGA Program

The myIGA Card will give the customer access to special member pricing to save them money every day. MyIGA prices are available on a range of goods across the store (show the customer a ticket). The customer just presents their card when making payment at the registers and the discount will be applied to their total. The store donates to a local community group or charity of their choice a percent (%) of the total spend that the customer has purchased in the store. The customer will be asked who they would like to support when completing their membership online.

If the customers chosen community group or charity are not on the website they are able to put a suggestion forward on who they would like. This request needs to be made to the store manager of that store.

Card Holder Process

- Good morning/Good afternoon
- General chit chat with the customer as you process the sale
- Do you have your myIGA card? Yes
- Swipe the card – discount is automatically taken off.
- Proceed with finalising the sale
- Circle the savings which the customer has enjoyed at the bottom of the receipt.

New card holder process

- Good morning/Good afternoon
- General chit chat with the customer as you process the sale
- Do you have a myIGA card? No
- Would you like an myIGA card? What is it about?

The myIGA Card will give you access to special member pricing to save you money every day. myIGA prices are available on a range of goods across the store (show the customer a ticket). You just present your card when purchasing items at the register, if you have any products which are within the myIGA promotions at that time of purchase, you will enjoy the savings stated on those products. The store donates to a local community group or charity of your choice a percent (%) of the total spent.

The myIGA Cards are located at every register. Swipe the card across the scanner

- Enter a valid phone number (mobile or home)
- Point out to the customer at the end of the receipt is the temporary pin and website they need to visit to register the card.
- They must go to the website before 48 hours and enter:
 1. The card number on the back of the card
 2. A contact number for themselves,
 3. The temporary set up pin located on the bottom of the receipt

If the customer does not feel comfortable doing this they have the option of using the stores facilities to register or complete a myIGA Card Form with their details and we can set it up for them.

Do not have their card on them

- Good morning/Good afternoon
- General chit chat with the customer as you process the sale
- Do you have your My IGA card? No
- That's not a problem, if you can give me the phone number that you registered with the card, that is all I need for you to enjoy the specials today?
- Proceed with finalising the sale
- Circle the savings which the customer has enjoyed at the bottom of the receipt.

How to End your Shift Procedure

1. Bring your register draw into the cash office
2. Begin by separating your receipts and print outs and put in the correct drawer.
 - Credit card signatures
 - Voids
 - Markdowns
 - Pick ups
 - Accounts
3. Now you can begin counting your draw, starting with the coins. We want our till balance to total between \$295.00-\$305.00
4. Take out the float breakdown sheet that is located underneath the \$50 notes section and record the coin amounts in their appropriate row under the 'end float' column
5. Total the amount of coins counted before beginning to count your notes.
6. Once we have this amount we now know how much we have left to work with to get between our desired till balance.
7. Begin counting your notes (be sure to keep most of your \$20 notes as these can not be dispensed as change from the safe)
8. Complete your float breakdown sheet with your note totals and final totals.
9. Now, grab a new float breakdown sheet and record your float number, float total and sign
10. Place this new float breakdown sheet in your till under the \$50 notes section and place the completed breakdown sheet at the front of your plastic slip with the date, float no. etc. side facing up.
11. The extra notes that you have removed from your draw now need to be deposited into the safe and your shift ended.
12. Go to the safe hit end-shift, type in your password and insert the notes into the validator.
13. Once all notes are inserted the amount will be shown on the safe screen, press deposit and then confirm the end of your shifts as the following prompts show.
14. Place the receipt from the safe at the front of your plastic slip, making sure that the top of the float breakdown sheet can still be seen.
15. Close your plastic slip and place in the bottom drawer of document trays.
16. Replace the lid on your till and file away into cupboard, and place your staff operator card back in alphabetical card holder.

Store Specific notes:

Night Manager/Supervisor

End of Day Procedures - Register

1. Log on as supervisor using the supervisor card (any of the red cards or the white card that says supervisor).
2. Select "Eftpos", "Initialisation", and "Yes."
3. Wait till this receipt prints.
4. Still on the Eftpos menu, hit "Settlement", and wait for it to print.
5. Hit "Cancel Eftpos menu", and hit "Reports".
6. Under this menu hit "Financial report", check that the date is correct, and hit "yes".
7. Wait for it to print.

For each register, collect the receipts in the order of: Eftpos initialization, financial report and then Eftpos settlement. Collect the reports for all registers in order of register (i.e. start at one end and work your way to the register at the other end). These will be added to the safe reports.

End of Day Procedures - Safe

1. When all registers are cashed up and the names are cleared off the safe screen, press "Menu".
2. Type in the extra till password (1234) and hit "enter".
3. Hit "Current day report."
4. Wait for it to print.
5. Select menu and the password again, then press "main menu" (right hand side).
6. Select "reports", then "activity", check that the dates are correct, then press "print."

Collect the safe reports and put them in a plastic sleeve with the register reports, and put in bottom draw with end of shift sleeves.



Scanning Code of Practice

The scanning code of practice covers all scanned merchandise (bar coded) within the store. This includes items registered using a PLU (price code look up).

The scanning does not cover:

- Liquor products
- Tobacco products
- Items which do not have a bar code, PLU number or are item priced and are outside of the code

Items \$20 or less

If an item price displayed at the checkout or on the customer receipt is higher than the shelf price, the customer is entitled to receive that item free of charge.

Items higher than \$20

If an item price displayed at the checkout or on the customers receipt is higher than the shelf price, the customer is entitled to receive that item at a \$20 discount off the corrected price.

Multiple purchase policy

Where multiple items bearing identical bar codes, or the same PLU number, are scanned and the scanned barcode is higher than the shelf price, the customer is entitled to receive the first item scanned free of charge and the remaining items at the lower price (that is the shelf price). Please make sure the customer has a receipt describing the purchase.

INFORM THE APPROPRIATE MANAGER OF THE PRICE DIFFERENCE IMMEDIATELY

200% Fresh Guarantee

This applies to our fresh departments:

- Deli
- Meat
- Fresh produce
- Bakery

If a customer returns an item for **ANY** reason and is not happy, they are to receive a refund of that product and the same product given to them as a replacement.

It is important that the Department Manager is notified immediately.

Home Deliveries

As a further service to our customers, we offer a home delivery service which operates Seven Days a week. A small charge of \$5.00 per delivery applies. Deliveries to any business address must be over \$50.00 in value.

Housekeeping

Just as we expect you to take pride in your own appearance, we also expect you to take pride in the presentation of the store. Customers come to our store because it is a clean, well stocked store with competitive pricing and served by great staff. Housekeeping is simply the general word used to describe all of those activities that take place to keep the store looking clean, neat and tidy. Everyone has a role to play when it comes to housekeeping. If you see a spill – clean it up, if there is some rubbish on the floor pick it up or get the broom. Don't assume someone else will do it.

It is imperative that you play your part in keeping staff amenities clean and tidy at all times. ie. Clean up after yourself. Failure to comply will result in disciplinary action.

Store Specific Actions:

Use of the Telephone

Personal Calls

The store telephones are for business use only. Should the situation arise where you need to make a personal call, you should obtain permission from your Manager first and keep the call short. Please note in the diary any STD or mobile calls made as these will be checked against the monthly telephone account.

Answering the Phone

All staff must answer the phone in a friendly and welcoming manner, an example of this could be; Good morning/afternoon, IGA Milton this is <your name>. This may feel a little uncomfortable at first but it is very important because the customer will remember the last thing that they heard from you – your name.

Mobile Phones

Mobile phones are to remain switched off while you are at work and must not be kept on your person during your work hours.

Handling Complaints

What is a Complaint?

- A loyal customer saying that something is wrong and giving you the opportunity to fix it
- It could be a person representing a larger dissatisfied group of customers (the others may not have come back)
- Shows that the customer still has faith in the organisation – they are giving you the chance to fix something
- Always view a complaint as a gift

Although we all do our best to satisfy every customer, a customer complaint may arise occasionally. Your ability to handle a customer complaint reflects directly on your customer service professionalism. We must take immediate steps to satisfy the customer. Never ever get defensive and in all circumstances your pleasant nature should shine through even more so. This is the absolute best way of handling a customer complaint. An irrational customer will only feel bad for complaining if you are really nice about it. If you get your back up then they will get angrier and possibly never return to the store and tell everyone they speak to about their negative experience, regardless of the party at fault. A great deal of satisfaction can arise from turning a customer's negative experience into a positive one. Avoid using the following words – but, no, can't, impossible, you must, have to, you're wrong and I'll try – they are all negative. A happy customer is invaluable. The word of mouth from a customer that has had a problem satisfactorily resolved is immeasurable.

Here is a list of points to follow that will help with successful complaint resolution.

- Say thank you
 - Explain why you appreciate the complaint
 - Ensure the customer that you take their complaint seriously and that you will take appropriate action
 - Request all the necessary information
 - If the complaint is of a basic nature, apologise and take responsibility
 - Take the correct action to fix it
-
- Follow up with the customer by summarising and notifying of action
 - Check if they are happy
 - Change a procedure, if necessary, to prevent further problems

Complaints should be referred to the Manager at the time and a note made in the diary. Remember always to communicate customer complaints to as many other staff members as possible so that if the customer returns then others have knowledge of the situation and deal with it appropriately. You may also be able to help others to prevent the complaint arising again.

A [Customer Complaint Form](#) must be completed as well the complaint should always be noted in the diary and followed up with a phone call to your manager if they are not on site at the time. That Manager will then refer the complaint to the appropriate person.

Uniforms

Uniforms are important as they promote teamwork and identify people as part of the IGA Supermarket staff. Uniforms should be kept clean and well maintained to ensure a professional image is presented to our customers.

As part of your employment you will be issued with the appropriate uniform items and asked to sign a [Uniform Agreement](#) listing those items. You will also agree to keep this uniform in good order. A deposit of \$50 will be held at the rate of \$10 per pay from your first 5 pays. This will be refunded to you when the uniforms are returned at the completion of your employment. It is expected that you take responsibility for this and will maintain it appropriately. You will not be expected to pay for your uniform.

However if you lose a piece of your uniform then you will incur the cost of replacing it. If you accidentally forgot a piece of your uniform for a shift (e.g. your name badge) then you will be expected to borrow one from the office or you may be asked to return home if a loan item is not available.

This will incur a cost of \$10.00 by way of a deposit, which will be returned when the borrowed item is returned to the store manager.

The end result is that there will be no excuses accepted for appearing at work in anything less than the full and correct uniform at all times, remember this includes your name badge.

Uniform Standards

The following are the standard of dress that we expect you to abide by.

- IGA branded shirt as supplied
- Tailored black trousers for both males or females or knee length skirt for females. Shorts, black jeans or ¾ pants are not allowed
- Black leather closed in footwear. Shoes should be cleaned and polished regularly
- IGA branded jumper or vest
- IGA branded apron and deli cap (deli only)
- Name Badge

Do not be tempted to add your own interpretation to these uniforms standards. Staff arriving for work in unsuitable clothing may be asked to return home and change into the appropriate garments or footwear. You may not wear a garment under your uniform that can be seen at all. Eg a t-shirt, short or long sleeved, under a uniform shirt.

- **Important.** When traveling to and from work you must be in full and complete uniform or your uniform must be completely covered. Remember when you are wearing the IGA uniform you are acting as a representative of the store and as such your behaviour should reflect this. This includes entering licensed premises, smoking as well as your general attitude towards the public.

Any breach of this policy will be taken VERY seriously and may result in instant dismissal.

Personal Appearance

As a guide to good grooming, we have made up a list of the most important points. You will need to check your appearance against this list and make any adjustments necessary to your own grooming.

- Neat, clean and tidy hair. If shoulder length or longer, pulled back from face. (if you are working in the Deli, you will be required to have your hair tied back in a pony tail and wear a hat, if you are working in the Fresh Produce area you will need to have your hair tied back in a neat pony tail and wear a hat as this is a requirement under the Food Safe Act)
- Shirt **MUST** be ironed for each shift. An iron is provided for your use if you are arriving from Uni or school- you must iron your shirt on your OWN time, not after your shift has commenced
- Sensible use of makeup for females. The use of makeup is not discouraged
- Males must be clean and freshly shaven before each shift. If you have a beard it must be well maintained and tidy
- Sensible use of jewellery
- Piercings- NO visible body piercing is allowed, with the exception of earrings in the ears. All other piercings will require express approval by the store manager
- Name badge

- Uniforms to be kept in good condition, pants to be kept hemmed
- High standard of personnel hygiene
- Clean hands and nails are extremely important
- Clean closed in shoes in black with non-slip soles

Staff will be sent home at the commencement of shifts if their appearance does not meet these criteria. By keeping your appearance neat and tidy, you will find that not only do you impress our customers, but you will feel more confident. This then reflects very positively in your working ability. Your appearance will directly influence the customer's opinion of our store.

Communication

The most important tool in succeeding as an employee in this type of operation is to communicate information. Nothing is too minor to tell a work colleague or a member of HG Retail Office or put in the diary. You must understand that this is an eighteen hour a day 7 day a week business with over 40 full and part time staff members.

Of course there are important issues that arise daily that are of concern to all of these staff, and the only means by which you can all be contacted regularly about a whole gamut of issues is through the use of a central communications diary. All departments have their own diaries. If a message is put in the diary then you are therefore deemed to have been made aware of the issue and are expected to act accordingly. Please be aware that when you have read these memo's you are then considered part of the Chain of Responsibility for applicable issues.

Ignorance about an issue raised in the diary will not be accepted as defence.

Every staff member must read and initial EVERY MESSAGE in the relevant department diary at the commencement of every shift back as far as your last shift. That way, relevant to them or not they will know anything new and be aware of any issues.

Punctuality

Being on time for work, and returning from your breaks promptly, is essential.

You must be ready to commence work at the allotted time. It is not acceptable for you to arrive at the precise time the shift starts. You must arrive at work in time to ensure your personal belongings are placed in the appropriate location, your uniform is complete and your are fully ready to commence work before logging on. It is suggested that to be ready to work at the start of your shift you would need to arrive at least 10 minutes early.

This type of business runs on a relatively small number of staff most of the time and it is critical to be there when required. We expect some flexibility from staff with respect to taking breaks and in return we are also flexible with the same. During very busy periods it may not be suitable for you to take a break at that particular time. Remember we are a customer focused business so our first priority is to our customers. As a result it is a requirement that except in special circumstances, you remain at the store or in the immediate vicinity for the duration of your tea breaks. For most shifts you will be entitled to one 10 minute break. This is a paid break.

For shifts of more than 5 hours an unpaid half hour break is provided in the roster. If your shift allows for a half hour break you may leave the store to take this break.

Armed Hold Up

Policy

In the event of an armed hold up, it is company policy that the safety of our employees and our customers is the first priority. Staff are to obey the offenders instructions and must not attempt to delay their departure. The company will provide trauma counseling if it is requested (to organize counseling staff should contact the Workplace Health and Safety Officer (WHSO) or the Retail Operations Manager who will make the arrangements).

Procedure

DO NOT chase the offender/s.

- Let the police do the chasing
- If possible, observe the direction and means of departure. Do not put yourself or others at risk by doing this

When it is safe to do so;

- Ring the police
- Advise the Store Manager, Duty Manager
- This person will ring the police and start ringing the emergency contact listing
- Complete a [Incident Investigation Report](#)
- Do not discuss the incident with others until the Incident Form is completed. We need your first reactions

Seal the area where the offence took place. Do not touch anything, as evidence could be tainted or destroyed.

The Store Manager, Duty Manager will ask all witnesses to remain until police arrive.

- No statement is to be made to any media representatives
- Refer all enquiries to the Store Manager, Duty Manager

ACTION

- | |
|---|
| 1. Stay Calm |
| 2. Don't be a hero – remember that your safety and that of our customers is your first priority. |
| 3. Obey the offenders instructions at all times |
| 4. Observe as much as you can particularly any markings such as tattoos, hair colour, approximate height and weight, clothing etc |
| 5. Do not attempt to apprehend the offender/s |
| 6. Notify the Store Manager, Duty Manager or WHSO |
| 7. Await the arrival of Police |
| 8. Do not talk to the media |

Calling the Police

If you are required to call the Police, identify yourself, the name of the store and its address.

The Police may ask you for information on the following

- The number of intruders
- Description of the getaway vehicle including registration
- The direction taken by the offenders
- Description of any weapons used

Mystery Shopping Program

Mystery shopper program is where a **mystery shopper** visits the store anonymously for the purpose of observing and reporting on the quality of the customer service delivered.

The answers are then submitted to the group which enables us to see the results of the store. The mystery shopper starts from the front of the car park and front door until the customer leaves.

Each store has a Mystery Shopper board where all shops are displayed. We get mystery shopped six times a months and at various times.

Packing a Customer Bag

Four major customer concerns in bag packing to address are:

- Contaminate products packed with edible foods
- Delicate products damaged by being packed under heavy items or with items that can fall onto them
- Bags being too heavy or splitting by overfilling
- Bag wastage by not putting enough in each bag

To Pack the Bags

1. Scan or charge the products. Assess the products that the customer has placed on the counter or conveyor belt as you do this. (Some customers will place the products in the order that they should be packed, but others will just put them up anyhow and expect you to sort them)
2. In packing bags you should always separate:
 - a) Fruit and Vegetables.
 - b) Hard line fruit and vegetables from the soft and delicate ones.
 - c) Cleaning products and gardening products.
 - d) Hot items (such as barbeque chickens).
 - e) Cold items (these items keep each other cool if they are in the same bag).
 - f) Plants

Ensure that all frozen and cold items are not placed with dry goods.

3. A bag should be packed with as much product as possible (to save money and the environment) but not to the extent of busting or breaking the bag.
4. Assess the line up on the counter or conveyor belt to choose the size of bag you will use.
5. If there are a lot of heavy items such as tins or bottles, pack the bottom layer of the bag with those and put lighter products such as boxes of biscuits etc on the top.
6. Pack boxes first to give the bag shape, then pack other items around and between them.
7. Use small items such as toothpaste, razors, herbs etc to fill the gaps in the packed bag.
8. Very delicate items such as bread, avocados, strawberries and cakes need to either go on top of a bag or into their own bag.

Customer Bag Inspection Procedure

Customers enter the store at the invitation of the owner. This invitation is extended on the basis that whilst in the store the customer acts within the law and in accordance with standards of behaviour that are generally acceptable in the community.

When the customer is leaving the store, ask “May I please look in your bag?”. The customer should open their bag for you to see inside, if you can not see clearly ask the customer to remove the item to get a better view. **At no time, touch the customers’ personal property.**

The size of the bag which we can inspect is that of an A4 size or bigger. The key with this procedure is consistency. Please don’t ask a few customers because they don’t look right, ask all customers that comply with the size regulation.

Visitors

All visitors to HG Retail Stores are required to sign in and out in the visitor’s book at the service counter. All representatives of companies or contractors need to complete our supplier induction and obtain a certificate of completion to be issued by Department Managers.

There may be occasions when friends and/or family of an employee visit the stores where the employee works. It is important that these visits do not become disruptive to work routines, compromise store security or workplace safety in any way. Under no circumstances should visitors stay and visit for long periods of time. Visitors are not permitted access to any non-customer or staff only area.



For Front End Managers Use Only - Front End Troubleshooting

EFTPOS goes down.

If it is on one register only, pull out the plug for the EFTPOS machine so it goes completely offline then restart the register, if this does not work contact the Commonwealth bank merchant helpdesk on 1800 044 581

If all the registers go down, call the help desk immediately.

The receipt roll runs out.

Simply remove the old roll by pushing down on the button on the front of the printer so the top opens and replace with a new roll. Shut the lid. Clear any error message from the screen.

The safe breaks down

If the safe stops working, contact Kirstine at the office ASAP and request approval to call Gunnebo out for a visit.

Looking for a discrepancy

- Check if any of the other registers that day have gone over or under by the same amount
- Check when the float was next and previously used to see if there has been a miscount
- Check journals for any unusual transactions or unusual cash out amounts
- Use investigator to find transactions and watch footage

Name _____

Date _____

I understand that my signature below indicates that I have read this document and have been shown and understand the relevant topic and feel I have a competent and suitable knowledge of the area.

Signature _____

