

HG Retail Training Matrix

Front End Training Checklist

Task	Detail	Trainee	Trainer	Date
Induction training	<ul style="list-style-type: none"> Completed in store induction Attended Group Induction 			
Customer Service Training	<ul style="list-style-type: none"> Attended Group Induction Attend Customer Service Rally Mystery shopper program explained 			
Store Layout	<ul style="list-style-type: none"> Knowing your aisles. 			
Floats	<ul style="list-style-type: none"> Starting and finishing times What is a float Location of floats Count process at start and end of shift 			
How to use POS	<ul style="list-style-type: none"> How to log on/off Scanning technique Voids Refunds/ Returns Markdowns Charging accounts Payments on accounts Payouts Pickups Dept Sales Keyed Sales Different payments Split payments Counting change Cash out Gift cards Defer Sales Discounts How to do 200% Guarantee How to do scanning code of practice. 			
Safe	<ul style="list-style-type: none"> How to log on Dispense change End shift 			
Bags	<ul style="list-style-type: none"> How to pack Bag checks. 			
POS Slips	<ul style="list-style-type: none"> Where do they go? 			
Telephone Techniques	<ul style="list-style-type: none"> How to answer the phone. How to page. 			
Housekeeping	<ul style="list-style-type: none"> Cleaning materials available Correct usage Clean as you go policy 			

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Filling stock	<ul style="list-style-type: none"> • Cigs and tobacco • confectionary • News and Mags 			
Baskets and Trolleys	<ul style="list-style-type: none"> • What a good job looks like • Safety rules 			
Home Deliveries	<ul style="list-style-type: none"> • Taking an order correctly • How to process a home delivery. 			
Fresh Produce product recognition	<ul style="list-style-type: none"> • Different fruit and vegetables. • Common mistakes and the implications 			
Left behinds & Lost property	<ul style="list-style-type: none"> • Where to put left behinds & Lost property • How to record 			
Communication	<ul style="list-style-type: none"> • Handover book / diary 			
My IGA Card	<ul style="list-style-type: none"> • How to activate • Essential information to know 			
Customer Service	<ul style="list-style-type: none"> • What good looks like 			
3 in line policy	<ul style="list-style-type: none"> • Serve 1, wait 1, call 1 			
Robbery	<ul style="list-style-type: none"> • What to do if this happens 			
Safety	<ul style="list-style-type: none"> • SWP demonstrated and signed off 			
Security	<ul style="list-style-type: none"> • Checkpoint 'what to do, if the alarm goes off' 			
Chemicals	<ul style="list-style-type: none"> • How to use the chemicals safely 			