

HG Retail Training Matrix

Dairy & Frozen 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 			
Department Layout	<ul style="list-style-type: none"> Specials Commodity groups 			
Promotional Plan	<ul style="list-style-type: none"> Catalogue weekly specials Super Savers Late week specials Super Saturday My IGA offers 			
Price Labels	<ul style="list-style-type: none"> Information on them How to request / print 			
Sign IQ tickets	<ul style="list-style-type: none"> How to request / print 			
Merchandising Standards	<ul style="list-style-type: none"> What a good job looks like 			
Stock rotation	<ul style="list-style-type: none"> First in, first out 			
Direct Orders	<ul style="list-style-type: none"> Order placement process 			
Housekeeping	<ul style="list-style-type: none"> Cleaning materials available Correct usage Clean as you go policy 			
Waste & Recycling	<ul style="list-style-type: none"> Cardboard Plastic Food waste Quarantine area 			
Warehouse Standards	<ul style="list-style-type: none"> What a good job looks like Close the doors Safety rules Code checking 			
Receiving a Delivery	<ul style="list-style-type: none"> Direct delivery Metcash delivery Temp checks 			
Back Office	<ul style="list-style-type: none"> Item maintenance Stock adjustment Price changes 			
PDE	<ul style="list-style-type: none"> Price check Inventory Goods received Label request Markdowns 			
OH & S	<ul style="list-style-type: none"> Sweep Log Price verify Code checks Temp checks SWP demonstrated and signed off 			
Communication	<ul style="list-style-type: none"> Handover book / diary 			

Version 1 February 2014

Dairy Close Checklist	<ul style="list-style-type: none"> • Key tasks to be actioned 			
Customer request Log	<ul style="list-style-type: none"> • Process & info required 			
Telephone Techniques	<ul style="list-style-type: none"> • How to answer the phone. • How to page. 			
Chemicals	<ul style="list-style-type: none"> • How to use the chemicals safely 			

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