

HG Retail Training Matrix

Deli & Gourmet 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 			
Hygiene	<ul style="list-style-type: none"> Hand washing Always wear a hat 			
Customer service	<ul style="list-style-type: none"> Standards & Expectations 			
Department Layout	<ul style="list-style-type: none"> Specials Case layout Coldroom layout 			
Equipment	<ul style="list-style-type: none"> Slicer Cryovac machine Oven Wrapper Knives Hotbox 			
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 Opening standard/timeframes 			
Deli close	<ul style="list-style-type: none"> Procedures & Standards 			
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 Safety rules 			
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 Label request Markdowns 			
OH & S	<ul style="list-style-type: none"> Sweep Log Price verify Code checks & markdowns Temp checks 			

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	<ul style="list-style-type: none"> Weights & Measures SWP demonstrated and signed off 			
Communication	<ul style="list-style-type: none"> Handover book / diary 			
Customer request Log	<ul style="list-style-type: none"> Process & info required 			
Customer orders	<ul style="list-style-type: none"> Correct process 			
Stock handling	<ul style="list-style-type: none"> First in First out Storage 			
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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