



## HG Retail Training Matrix

### Dairy Freezer Manager Training Checklist

To gain skills and knowledge to be able to competently manage and lead the Dairy Freezer team. To ensure maximum sales, profit and customer satisfaction are achieved through effective merchandising, pricing, inventory control and people management.

Task	Detail	Trainee	Trainer	Date
Induction training	<ul style="list-style-type: none"> <li>Completed in store induction</li> <li>Attended Group Induction</li> </ul>			
Customer Service Training	<ul style="list-style-type: none"> <li>Attended Group Induction</li> <li>Attend Customer Service Rally</li> <li>Mystery shopper program explained</li> </ul>			
Food Safety	<ul style="list-style-type: none"> <li>Food Safety Plan</li> <li>Critical 13</li> <li>Hygiene and appearance standards</li> <li>Cleaning schedules – daily, weekly and monthly</li> <li>Taring and packing of goods – meat if applicable</li> <li>Record keeping – temp checks, taring training and recording, fridge temp checks, cleaning schedules</li> <li>Checking scale accuracy – 1 kg weight</li> <li>Certification of scales</li> <li>Rotation procedures for cool room, cold display and forms</li> <li>Date check procedure</li> <li>Difference between use by and best before</li> </ul>			
Customer service	<ul style="list-style-type: none"> <li>Standards &amp; Expectations</li> </ul>			
Department Layout	<ul style="list-style-type: none"> <li>Specials</li> <li>Case layout</li> <li>Coldroom layout</li> </ul>			
Equipment	<ul style="list-style-type: none"> <li>Wrapper - meat</li> <li>Carton cutter</li> <li>Pallet jacks</li> <li>Ladders</li> <li>Walkie stacker if applicable</li> </ul>			

Price Labels/ Sign IQ tickets	<ul style="list-style-type: none"> <li>How to create labels / print</li> </ul>			
Merchandising Standards	<ul style="list-style-type: none"> <li>What a good job looks like</li> <li>Opening standard/timeframes</li> <li>Markdowns – meat and dairy</li> <li>Cleanliness</li> <li>Faced and full</li> </ul>			
Dairy Freezer close	<ul style="list-style-type: none"> <li>Procedures &amp; Standards</li> <li>Cleaning schedule</li> </ul>			
Housekeeping	<ul style="list-style-type: none"> <li>Cleaning materials available,</li> <li>Training in cleaning chemicals – procedure for cleaning</li> <li>Correct usage of chemicals</li> <li>Clean as you go policy</li> <li>How to order more chemicals</li> </ul>			
Waste & Recycling	<ul style="list-style-type: none"> <li>Cardboard</li> <li>Plastic</li> <li>Food waste</li> <li>Quarantine area</li> </ul>			
Stock control	<ul style="list-style-type: none"> <li>Stock rotation FIFO</li> <li>How to adjust stock through GM</li> <li>Understanding different stock adjustment codes</li> <li>Printing order sheets through BasX</li> <li>Creating order sheets</li> <li>How to find specials on My IGA portal</li> <li>Guideline for ordering stock</li> </ul>			
Stock room	<ul style="list-style-type: none"> <li>What a good job looks like</li> <li>Safety rules</li> </ul>			
Receiving a Delivery	<ul style="list-style-type: none"> <li>Direct delivery</li> <li>Metcash delivery</li> <li>Temp checks</li> <li>Stamp invoices</li> <li>Scan invoices</li> <li>Follow up any credits</li> </ul>			
Grocery Manager	<ul style="list-style-type: none"> <li>Item maintenance</li> <li>Stock adjustment</li> <li>Price changes</li> <li>How to run sales reports</li> <li>How to do stocktakes and run EOP reports</li> <li>How to do a markdown report</li> </ul>			

	<ul style="list-style-type: none"> <li>• How to do an item movement report</li> <li>• How to setup managers specials</li> <li>• How to do a metcash order through grocery manager</li> <li>• How to receive an invoice in grocery manager</li> <li>• How to deactivate lines and reactivate lines new and old</li> <li>• How to run stock on hand reports for Dairy and Freezer</li> <li>• How to create and send scale changes</li> <li>• How to adjust stock</li> </ul>			
PDE	<ul style="list-style-type: none"> <li>• Price check</li> <li>• Inventory</li> <li>• Label request</li> <li>• Markdowns</li> </ul>			
OH & S	<ul style="list-style-type: none"> <li>• Sweep Log</li> <li>• Price verify</li> <li>• Code checks &amp; markdowns</li> <li>• Temp checks</li> <li>• Weights &amp; Measures</li> <li>• SWP demonstrated and signed off</li> <li>• How to complete an incident accident report form</li> <li>• Who to notify of such incidence</li> <li>• Emergency manual</li> <li>• Grievance policy, who to report things to</li> <li>• Fire online training completed</li> <li>• Responsible to ensure staff have completed fire online</li> </ul>			
Jotform	<ul style="list-style-type: none"> <li>• Store readiness checklist</li> <li>• Compliance checklist</li> <li>• Security scanners and gates operational</li> <li>• Weekly store meeting</li> <li>• Annual leave applications</li> <li>• Staff review templates</li> </ul>			
Communication	<ul style="list-style-type: none"> <li>• Handover book / diary</li> <li>• Department meetings</li> <li>• Weekly rosters process</li> <li>• Log in obtained</li> </ul>			
Customer request Log	<ul style="list-style-type: none"> <li>• Process &amp; info required</li> </ul>			
Customer orders	<ul style="list-style-type: none"> <li>• Correct process</li> </ul>			
Telephone Techniques	<ul style="list-style-type: none"> <li>• How to answer the phone.</li> <li>• How to page.</li> </ul>			

Maintenance issues	<ul style="list-style-type: none"> <li>• How to lodge a maintenance request form</li> </ul>			
People	<ul style="list-style-type: none"> <li>• Staff appearance standards</li> <li>• Food safe regulations – jewellery, hair, make up</li> <li>• PINs, written warnings</li> <li>• How to order uniforms</li> <li>• How to order name badges</li> <li>• Aware of department budget</li> </ul>			
Incentive Program	<ul style="list-style-type: none"> <li>• Closing the Gap</li> <li>• Health incentive</li> </ul>			