



HG Retail Training Matrix

Deli & Gourmet Manager Training Checklist

To gain skills and knowledge to be able to competently manage and lead the Deli/Gourmet 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"> 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 			
Food Safety	<ul style="list-style-type: none"> Food Safety Plan Critical 13 Hygiene and appearance standards Cleaning schedules – daily, weekly and monthly Taring and packing of goods Record keeping – temp checks, taring training and recording, fridge temp checks, cleaning schedules Checking scale accuracy – 1 kg weight Allergen books Certification of scales Rotation procedures for cool room, cold display and forms Rotation procedures for hot box and forms Rotation for bakery and forms required Date check procedure Difference between use by and best before 			
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 			

	<ul style="list-style-type: none"> • Oven • Wrapper • Knives • Hotbox 			
Price Labels/ Sign IQ tickets	<ul style="list-style-type: none"> • Country of origin regulations • Allergy information • How to create labels / print 			
Merchandising Standards	<ul style="list-style-type: none"> • What a good job looks like • Opening standard/timeframes • Cleanliness • Urgency in filling the case, prepared for the day 			
Deli close	<ul style="list-style-type: none"> • Procedures & Standards • Cleaning schedule 			
Housekeeping	<ul style="list-style-type: none"> • Cleaning materials available, • Training in cleaning chemicals – procedure for cleaning • Swab testings inform staff member • Correct usage of chemicals • Clean as you go policy • How to order more chemicals 			
Waste & Recycling	<ul style="list-style-type: none"> • Cardboard • Plastic • Food waste • Quarantine area 			
Stock control	<ul style="list-style-type: none"> • Stock rotation FIFO • How to adjust stock through GM • Understanding different stock adjustment codes • Printing order sheets through BasX • Creating order sheets • How to find specials on My IGA portal • Guideline for ordering stock – 2.5 stock turns 			
Stock room	<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 • Stamp invoices • Scan invoices • Follow up any credits 			

Grocery Manager	<ul style="list-style-type: none"> • Item maintenance • Stock adjustment • Price changes • How to run sales reports • How to do stocktakes and run EOP reports • How to do a markdown report • How to do an item movement report • How to setup managers specials • How to do a metcash order through grocery manager • How to receive an invoice in grocery manager • How to deactivate lines and reactivate lines new and old • How to run stock on hand reports for Deli and Gourmet • How to create and send scale changes • How to adjust stock 			
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 • Weights & Measures • SWP demonstrated and signed off • How to complete an incident accident report form • Who to notify of such incidence • Emergency manual • Grievance policy, who to report things to 			
Communication	<ul style="list-style-type: none"> • Handover book / diary • Department meetings • Weekly rosters process • Log in obtained 			
Customer request Log	<ul style="list-style-type: none"> • Process & info required 			
Customer orders	<ul style="list-style-type: none"> • Correct process 			
Telephone Techniques	<ul style="list-style-type: none"> • How to answer the phone. • How to page. 			

Maintenance issues	<ul style="list-style-type: none"> • How to lodge a maintenance request form 			
People	<ul style="list-style-type: none"> • Staff appearance standards • Food safe regulations – jewellery, hair, make up • PINs, written warnings • How to order uniforms • How to order name badges • Prepare weekly rosters • Aware of department budget 			

