



HG Retail Training Matrix

Grocery Manager Training Checklist

To gain skills and knowledge to be able to competently manage and lead the Grocery 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 			
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 			
Overhead Standards	<ul style="list-style-type: none"> What a good job looks like 			
Overhead / Capping Planner	<ul style="list-style-type: none"> How it works Importance of accuracy 			
Housekeeping	<ul style="list-style-type: none"> Cleaning materials available Correct usage 			

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	<ul style="list-style-type: none"> • 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 process • Metcash delivery process • Temp checks 			
Grocery Close Checklist	<ul style="list-style-type: none"> • Key tasks to be actioned 			
Chemicals	<ul style="list-style-type: none"> • How to use the chemicals safely 			
Housekeeping	<ul style="list-style-type: none"> • Cleaning materials available, • Training in cleaning chemicals – procedure for cleaning • 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 • Automatic ordering • Negative on hands • Managing price books 			

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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 Grocery • 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 			

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	<ul style="list-style-type: none"> • Emergency manual • Grievance policy, who to report things to • Fire online training completed • Responsible to ensure staff have completed fire online 			
Jotform	<ul style="list-style-type: none"> • Store readiness checklist • Compliance checklist • Security scanners and gates operational • Weekly store meeting • Annual leave applications • Staff review templates 			
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 • Aware of department budget 			
Incentive Program	<ul style="list-style-type: none"> • Closing the Gap • Health incentive 			

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