



HG Retail Training Matrix

Night fill Manager Training Checklist

To gain skills and knowledge to be able to competently manage and lead the Night 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 – meat if applicable Record keeping – temp checks, taring training and recording, fridge temp checks, cleaning schedules Certification of scales Rotation procedures for cool room, cold display and forms 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"> Carton cutter Pallet jacks Ladders Walkie stacker if applicable 			
Price Labels/ Sign IQ tickets	<ul style="list-style-type: none"> How to create labels / print 			
Merchandising Standards	<ul style="list-style-type: none"> What a good job looks like 			

	<ul style="list-style-type: none"> • Opening standard/timeframes • Markdowns – meat and dairy • Cleanliness • Faced and full 			
Night fill 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 • 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 			
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 			
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 create and send scale changes • How to adjust stock 			
PDE	<ul style="list-style-type: none"> • Price check 			

	<ul style="list-style-type: none"> • 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 • Fire online training completed • Responsible to ensure staff have completed fire online • Ensure capping is at a safe level 			
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 • How to drive efficiency and productivity within the nightfill team 			