

COMPLETE THE PUZZLE



LEARN MORE
EARN MORE

WELCOME TO WALL2WALL



The Wall2Wall training program allows us the opportunity to train and develop our staff, our Number 1 resource. By undertaking this program you will be exposed to a variety of different departments.

This will not only allow you to strengthen your current skill base, but give you an understanding of what is involved in the other departments. You have been identified to do this program by the team because of your attitude towards work and your fellow team mates. We congratulate you on undertaking this program and hope you enjoy the experience.

Staff Member:

Store:

Store Manager:

Date Completed:



FRONT END

CUSTOMER SERVICE TRAINING	HOW TO USE THE REGISTER	MONEY HANDLING	EFTPOS
REFUNDS	UNDERSTAND KPI'S: NUMBER OF KEYED SALES ETC	CDR - NONE	HOME DELIVERY
EPAY	TOBACCO LEGISLATION	BAG PACKING	HOW TO HANDLE AN ANGRY CUSTOMER
PRODUCT KNOWLEDGE	SCANNING CODE OF PRACTICE	BALANCE A TILL	CLEANING



PRODUCE



PRODUCT KNOWLEDGE	CUT	WRAP	BAG
SCALES	ROTATION	PRESENTATION	COUNTRY OF ORIGIN
PRICING	SAFE WORK PRACTICES	CLEANING	



DELI



PRODUCT KNOWLEDGE	SCALES (TARE)	HYGIENE	FOOD SAFE - CROSS CONTAMINATION
CLEANING	SAFE WORK PRACTICES		



GROCERY



ROTATION	PULL	FORWARD	TICKET
PLACEMENT OF PRODUCTS	CLEANING	SAFE WORK PRACTICES	





DAIRY FREEZER

ROTATION	FACING	LOCATION OF PRODUCTS	CLEANING
SHELF LIFE	MEAT KNOWLEDGE	RECEIVING	STOCK ROTATION
PRICING	WASTAGE RECORDING	PRESENTATION	CLEANING
SAFE WORK PRACTICES			





HGRetail
Good Food, Great People.

