

Cats' Corner Mission Statement:

To provide excellent customer service and apply various managerial skills while serving the student body and community. Our staff is committed to making ethical decisions during all aspects of managing the store.

Professionalism

Professionalism on the job is very important in business because it creates a mood our customers have towards our store and workers as a whole. We want to make our customers feel as calm and comfortable as possible while they are visiting our store.

DRESS/ATTIRE: make sure to always dress appropriately while on the job. Wear clothes that will set a good example for our store. Don't wear jeans with holes all the way up your leg and sleeveless shirts. Jeans and T-shirts are ok. Casual outfits are fine as well, as long as they are clean, neat, and ironed.

LANGUAGE: show absolute respect to everyone while speaking. Foul language is prohibited in the store and will not be tolerated. Use respectful mannerly language

COMMUNICATION: communication with customers and co-workers plays a big role in success. Always communicate with your customers because it allows the customers to feel comfortable and it allows customers to get answers to what they're asking. Always communicate with your co-workers so you may always get tasks done on time and properly

CELL PHONES AND PERSONAL TASKS: do not be on your phone 24/7 unless concerned with the store or customers. Complete all tasks assigned because all tasks completed help make our store amazing. Cell phones will be limited to emergency use only.

WORK ETHIC/ATTITUDE: always have good work ethic. Good hard work leads to massive success. Always have a good attitude. Good attitudes lead to good things happening. Never be rude to customers, always be ready to help and be friendly. **ABSOLUTELY NO** gossiping, fighting, or flirting. If you have conflicts with customers or co-workers, report to a manager and we will try to resolve it

Job Descriptions

Note: We must ALL work together! If you see something that needs to be done and isn't getting done, either do it or report it.

Everyone is responsible for keeping the store neat and clean.

See employee evaluation sheet for further details.

- **Manager-** This student would report to the School Store supervising teacher. He or she supervises the overall management of the school store, including all tasks/positions/employees.
- **Assistant manager-** The function of the assistant store manager is to support the manager in the daily operations of Cats' Corner. Your role is to supervise employees, work with customers and help carry out the directives of the manager and teacher.

- **Clerk-** A store clerk is an entry level retail sales position, who is responsible for selling merchandise and providing customer services for patrons on the floor.
- **Accountants-** This student would keep a daily record of sales. He or she would write in the date and the names of the School Store clerks working.
- **Marketer-** This student would advertise and promote the store, sales, new inventory, etc.
- **Inventory-** This student will count the products and make sure everything is accurate.
- **Security-** This student will make sure there are no problems in the store and no stolen products.
- **Cleaner-** this student will make sure the store is clean as it can be ready for our customers each day its open. This includes counters, windows, floors, storage, shelving, etc.

Employee Procedures for Handling Complaints from Customers

- Always listen to your customers. Most of the time, they just want to voice their complaints.
- Don't interrupt
- Empathize with their problem and apologize.
- Find out how the customer wants the issue resolved
- Reassure them that the problem will be taken care of
- Understand the problem

When Handling complaints remember to always be respectful and try to understand the customer's complaint.

Employee Procedures for Communication with Customers

1. You should greet the customer(s) by welcoming them and asking them if they need assistance.
2. You should ring up the purchase with a smile on your face. Suggest other items that maybe the customer had not thought of. Do they need gift wrap?
3. Thank your customers even if they do not make a purchase.
4. Invite your customers to return to your store.

Employee Procedures for Theft

(Merchandise, money, etc.)

Employee Theft (Merchandise)

- Report to Manager.
- Manger will look for evidence and determine if the actions were taken.
- If found guilty the Manager will turn it into the office and the employee will be discharged/schedule changed/assigned ACP.

Employee Theft (Money)

- If money comes up missing then it will be further more invested and if an employee is at fault for stealing, then actions will be taken into action.
- The employee will be dismissed and will have to pay all the stolen money back.
- Actions will be dealt with school policy.

Customer Theft

- Employee will report it straight to the manager, the office, and the school officer
- Only the manager or highest employee on duty is to confront the customer. (Must be dealt with professionally.)
- They will look at evidence and if found guilty, it will be dealt with by school officials.

Procedures for opening a cash register

- If necessary, obtain the cash drawer before opening for the day.
- Two staff members should verify the balance in the drawer. Make sure it matches the BC (Beginning Cash ticket).
- If the drawer was previously used by another staff member and not closed/reconciled, then be sure to count the cash in the drawer and fill in the reconciliation form.
- Check journal tape supply to be sure it will last the whole day

After verifying the amount of cash in your drawer, do the following:

1. **From your in-app menu, tap Reports > Current Drawer.**
2. **Tap Starting Cash to enter the starting cash amount in your drawer.**
3. **Tap Start Drawer > Confirm Start Drawer.**
4. **Enter an optional drawer description.**
5. **Go back to your Register to start accepting sales.**

Employee procedures for closing a cash register

1. Complete all data and necessary paperwork for your shift or for the day.
2. Make sure money matches when reconciling. If you notice any discrepancies, notify a manager or teacher immediately.
3. If asked, remove all money in excess of \$ _____ and place with manager or teacher for safe keeping.

Customer Surveys and Questions

Asking customers questions are very helpful in making our store a success because it lets us know what we need to improve in order to make our store much better

Questions to ask include:

- How friendly was our staff?
- How clean was our store?
- How satisfied were you with your overall experience?
- How likely are you to recommend us?
- How knowledgeable was our staff?
- How would you rate our types of products?
- How do you rate our customer communication?
- What would you like to see or improve in our store?

These are all good questions to ask our customers in order to keep our store the best it can be