

Aloha High School's
Student Store
Employee Manual
2003-2004

AS AN EMPLOYEE OF THE STUDENT STORE AT ALOHA HIGH SCHOOL, YOU ARE BECOMING A BUSINESS OWNER, AND HAVE MANY RESPONSIBILITIES. WITHIN A BUSINESS YOU ARE TO UPHOLD IT'S REGULATIONS, RULES, AND GUIDELINES IN ITS ENTIRETY. NOW WORKING WITHIN THE STUDENT STORE YOU ARE NO LONGER BEING RESPONSIBLE FOR YOUR ACTIONS AND HOW YOU REPRESENT YOURSELF, BUT HOW YOU REPRESENT YOUR BUSINESS. DON'T FORGET THAT EVERYBODY IS LOOKED UPON AS A WHOLE IN A BUSINESS, AND THE STUDENT STORE IS A BUSINESS.

CUSTOMER SERVICE

CUSTOMER SERVICE IS ONE OF THE KEY PRIORITIES WITHIN THE STORE. ALWAYS ASK CUSTOMERS IF THEY NEED HELP, AND BE THERE TO HELP THEM. NO CUSTOMER SHOULD GO WITH OUT HELP. STUDENTS SHOULD BE HELPED QUICKLY AND CORRECTLY. THERE IS TO BE NO SITTING IN THE STUDENT STORE WHILE THERE ARE CUSTOMERS PRESENT. ALWAYS PUT THE CUSTOMER BEFORE FRIENDS. DON'T CHAT WITH YOUR FRIENDS WHEN THERE ARE CUSTOMERS TO BE WAITED ON. ALSO, IF THERE IS A SLOW TIME, THAT WOULD BE THE IDEAL TIME TO GO GET LUNCH, OR WORK ON HOMEWORK. BUT ONCE CUSTOMERS START COMING IN, IT MUST BE PUT AWAY, AND YOUR ATTENTION MUST GO TO HELPING YOUR FELLOW STUDENTS. EMPLOYEES NOT ASSIGNED TO THE PERIOD THAT'S OPEN, SHOULD NOT BE BEHIND THE COUNTER UNLESS HELP IS REQUESTED. THERE ISN'T MUCH SPACE FOR EMPLOYEES, AND TO HAVE MORE THEN THERE IS SUPPOSE TO BE, ONLY CAUSES MORE CONGESTION. NO ONE EXCEPT FOR STUDENT STORE EMPLOYEES SHOULD BE BEHIND THE COUNTER AT ANY TIME, NO EXCEPTIONS.

LOITERING

THE STUDENT STORE, AS YOU ALL KNOW, ISN'T VERY BIG, SO TO ALLOW CUSTOMERS TO GET WHAT THEY WANT IN A REASONABLE AMOUNT OF TIME, STUDENTS AREN'T ALLOWED TO LOITER IN THE STORE. IT IS OK WHEN THERE IS A SLOW PERIOD TO LET A COUPLE PEOPLE STAY IN THE STORE TO "HANG OUT," BUT ONCE IT PICKS UP AGAIN, THEY MUST BE GONE. IF THERE ARE SEVERAL STUDENTS NOT LEAVING THE STORE BY THEIR OWN WILL, POLITELY ASK THEM TO LEAVE. IF THEY DON'T LISTEN, YOU MAY ESCORT THEM OUT OF THE STORE. BUT REMEMBER TO BE NICE, AND TREAT CUSTOMERS WITH RESPECT, THEY ARE WHAT MAKE THE STORE HAPPEN.

STEALING

THERE IS NOT MUCH TO SAY ABOUT STEALING, IF YOU ARE CAUGHT STEALING, YOU ARE AUTOMATICALLY REMOVED AS AN EMPLOYEE OF THE STUDENT STORE. IF AN EMPLOYEE IS THOUGHT TO BE STEALING, YOU MUST INFORM A MANAGER AS SOON AS POSSIBLE. IF A CUSTOMER IS FOUND STEALING, DON'T PHYSICALLY HANDLE THE PROBLEM, ASK THE "STEALER" TO RETURN THE ITEMS, AND IF THEY REFUSE, NOTIFY A MANAGER IMMEDIATELY. ANY PERSON OF INTEREST WILL BE HANDLED BY MR. MOE AND MR. HECKEL. ANY PERSON THAT IS CAUGHT STEALING FROM THE STORE, WILL BE BANNED FROM THE STORE FOR THE REMAINDER OF THE YEAR.

COOKIES

COOKIES ARE TO BE MADE BEFORE SCHOOL, AND IF NECESSARY DURING FIRST LUNCH. YOU MUST MAKE 3 SHEETS OF COOKIES BEFORE SCHOOL FOR ABOUT 15 MINUTES. ONCE DONE, LET THEM COOL FOR ABOUT 5 MINUTES, THEN REMOVE FROM COOKIE SHEETS AND PLACE IN BAGS. THREE COOKIES GO PER BAG. IF THERE IS A NEED FOR MORE COOKIES DURING THE END OF FIRST LUNCH, YOU MUST NOTIFY A MANAGER OF SECOND LUNCH TO PUT IN ONE OR TWO SHEETS OF COOKIES. BUT DO NOT BAKE THREE BECAUSE THEY WON'T SELL BY THE END OF 5TH PERIOD. ANY COOKIES THAT AREN'T SOLD BY THE END OF THE DAY, ARE NOT TO BE GIVEN AWAY, BUT TO BE LEFT THERE FOR A MANAGER TO TAKE CARE OF.

WORKING PERIODS

SINCE THERE IS A NEW TRIMESTER SCHEDULE STILL IN EFFECT, THE WORKING PERIODS HAVE BEEN CHANGED FROM THE PAST. THE ONLY PERIODS THAT THE STORE SHOULD BE OPEN ARE BEFORE SCHOOL, FIRST AND SECOND LUNCHES, AND AFTER SCHOOL. THERE IS AT NO OTHER TIME SUPPOSE TO BE ANYBODY IN THE STORE. IF IT IS TIME TO GO TO CLASS AND THERE ISN'T AN EMPLOYEE TO TAKE OVER THE STORE IN TRANSITION FROM ONE LUNCH TO ANOTHER, THE DOOR MUST BE SHUT AND THE LIGHTS MUST BE OFF. DO NOT BE LATE TO CLASS ON ACCOUNT OF THE STUDENT STORE. BUT ALSO, DON'T LEAVE THE STORE UNLOCKED AND OPEN WHEN THERE ARE NO EMPLOYEES PRESENT. THE STUDENT STORE IS WORTH A LARGE AMOUNT OF MONEY, AND CAN'T BE LEFT UNATTENDED.

X-OUT

SINCE THE NEW SCHEDULE CUTS WORKING PERIODS, THE IDEAL TIME TO X-OUT ISN'T NECESSARILY A SET TIME. TO X-OUT, THE DOOR MUST BE SHUT, AND ONLY EMPLOYEES MAY BE IN THE STORE. TURN THE CASH REGISTER KEY TO THE "X" AND HIT THE "TOTAL" KEY. ONCE THE REGISTER IS DONE ADDING UP ALL THE MONEY, YOU MUST TAKE THE BINDER AND TURN TO A CLEAN PAGE. WRITE THE DATE AND AMOUNTS ON THE X-OUT SHEET. ONCE IT'S ALL ADDED UP AND YOU'VE COMPLETED THE AMOUNTS, CHECK YOUR AMOUNT TO THE REGISTER AMOUNT. AND WRITE DOWN WEITHER YOU ARE OVER OR UNDER. VERY RARELY ARE THE AMOUNTS THE SAME. SO DON'T BE ALARMED IF YOU ARE UNDER OR OVER. IF IT BECOMES A CONSTANT PROBLEM OF BEING UNDER, YOU MUST LET A MANAGER OR MR. MOE KNOW, SO THEY CAN ASSESS THE SITUATION.

X-OUT SHEET

SEE THE BACK OF THE MANUAL

Z-OUT/DROPS

Z-OUT IS PROBABLY THE MOST IMPORTANT ITEM TO BE TAKEN CARE OF EACH DAY. Z-OUT OR A DROP, IS AN OVERALL COUNT OF THE MONEY THAT HAS BEEN ENTERED INTO THE REGISTER. TO Z-OUT, YOU MUST TURN THE KEY ALL THE WAY UNTIL IT HITS THE "Z" ON THE REGISTER. ONCE THE KEY IS THERE, HIT THE "ENTER" BUTTON. THE MACHINE WILL AUTOMATICALLY START TO ADD UP ALL THE TOTALS THAT HAVE BEEN ENTERED IN FOR THE DAY. ONCE THE REGISTER IS DONE ADDING UP THE MONEY, YOU MUST THEN COUNT IT ALL. DO THIS TO EXACT SAME WAY AS YOU DID FOR THE X-OUT. AFTER YOU ARE DOWN COUNTING EVERYTHING

AND ADDING IT UP, TAKE THE TAPE FROM THE REGISTER AND READ THE AMOUNT ON THERE, THIS YOU MUST COMPARE WITH THE TOTAL YOU HAVE COME UP WITH. THEN WRITE DOWN HOW MUCH OFF YOU ARE, AGAIN IT'S NOT UNLIKELY TO BE OFF BY A COUPLE DOLLARS OR SO. ONCE THE Z-OUT S TAKEN CARE OF. YOU MUST DO THE DROP PART. YOU SHOULD HAVE \$40.00 TOTAL LEFT IN THE REGISTER AFTER IT'S ALL SAID AND DONE. LEAVE IN THE REGISTER;

NICKELS	\$ 0.30
DIMES	\$ 0.70
QUARTERS	\$ 5.00
DOLLARS	\$24.00
FIVE'S	\$10.00

THE REST OF THE MONEY SHOULD BE PLACED IN A "DROP BAG" AND HAVE A MANAGER TAKE IT DOWN TO THE FRONT OFFICE AND PLACE IT ON MRS. PALMER'S DESK. SHE WILL THEN GIVE YOU A RECEIPT THAT SHOULD BE TAKEN STRAIGHT TO THE MARKETING ROOM, AND PUT IN A FILE FOLDER IN THE FILING CABINET.

Z-OUT SHEET

IN THE BACK OF THE MANUAL.

PERIOD OUTLINES BEFORE SCHOOL

- *A MANAGER WILL OPEN UP THE STORE IN THE MORNING, APPROXIMATELY 20 MINUTES BEFORE SCHOOL STARTS.
- *THE MANAGER WILL THEN TAKE ROLE OF WORKERS, AND ASSIGN JOBS.
 - THE GARBAGE SHOULD BE TAKEN OUT
 - THE STORE SHOULD BE RESTOCKED
 - THE REGISTER SHOULD BE TURNED ON
- *ONCE THIS IS COMPLETED, THE STORE SHOULD BE OPENED TO CUSTOMERS.
- *BAKE 3 SHEETS OF COOKIES FOR THE DAY.
 - BAG THEM ONCE COOLED, AND THEN CLOSE THE STORE AND GO TO CLASS. **DO NOT** BAKE COOKIES IF IT'S TO LATE AND IT'S GOING TO CAUSE YOU TO MISS ANY PART OF YOUR CLASS. THEY CAN BE BAKED AT A LATER TIME IN THE DAY.

1ST & 2ND LUNCH

- *A MANAGER WILL OPEN THE STORE AS THE LUNCH BEGINS.
- *ROLE WILL BE TAKEN ONCE EVERYONE IS THERE.
- *THE STORE SHOULD BE RESTOCKED, AND GARBAGE TAKEN OUT IF NECESSARY.
- *OPEN THE STORE TO CUSTOMERS. ONCE THE PERIOD IS ABOUT 1/2 WAY OVER, CLOSE THE STORE AND X-OUT. ONCE IT'S OVER WITH, YOU MAY OPEN THE STORE TO CUSTOMERS.
- ***IF THERE ARE NO COOKIES, BAKE 3 SHEETS AT THE START OF LUNCH!!!!**
- *AT THE END OF 2ND LUNCH, YOU MUST Z-OUT AND TAKE DOWN THE DROP.
- *ONCE THE MANAGER RETURNS FROM DOING THE DROP, EVERYONE MAY LEAVE, AS APPROVED BY THE HEAD MANAGER.

AFTER SCHOOL

- *A MANAGER WILL OPEN THE STORE AS SCHOOL ENDS.
- *ROLE SHOULD BE TAKEN PROMPTLY.
- *THE STORE CAN BE RESTOCKED WHILE YOU HELP CUSTOMERS
- *SELL UNTIL SLOW.
- *BEFORE LEAVING, TAKE OUT THE GARBAGE, AND RESTOCK ALL THE MERCHANDISE.

SINCE THE SCHEDULE HAS CHANGED TO TRIMESTERS, YOU NO LONGER HAVE TO WAIT AROUND FOR A MANAGER TO TAKE OVER THE STORE. SO AFTER EVERY PERIOD, THE STORE MUST BE SHUT DOWN. THIS MEANS TURNING OFF ALL THE LIGHTS, EVEN THE OVER HEAD LIGHTS(THERE IS A SWITCH IN THE BACK ROOM ON THE FAR LEFT IN THE CORNER). MAKE SURE THE OVEN AND REGISTER ARE TURNED OFF, AND THE DOOR IS LOCKED. THEN YOU MAY LEAVE.

*****HAVE A GREAT YEAR & GOOD LUCK*****