







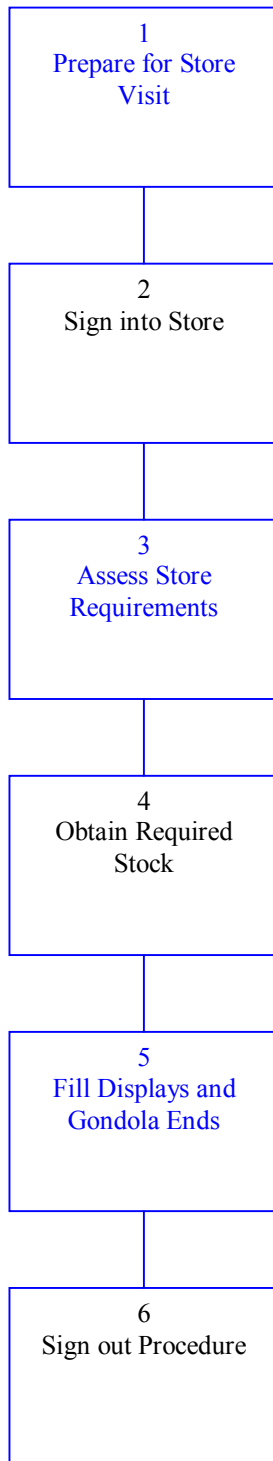








Special Reminders





-  **Warning**
Potential Safety Hazard
-  **Gloves must be worn when handling frozen foods**
-  **Your Safety**
See reverse side
-  **1 Store Safety**
See reverse side
-  **Assistance**
from store staff may be required
-  **i1** See reverse side for specific store information
-  **i2** Only some trolleys are allowed into the public areas of the store. Check before you use a trolley.
-  **Professionalism**
See reverse side
-  **People and Communication**
See reverse side
-  **Complete documentation**
-  **Obtain all tools & materials required**
See reverse side
- Related PPM's**
 -  **Stock Rotation**
 -  **Building a Display**
 -  **Store Ordering**
 -  **Handling Credits**
 -  **Using and Understanding your Business Planner**
 -  **Time Management for Merchandisers**



Procedure Overview









Instructions & Explanations




- 1.1 Ensure you are aware of the particular store's policies and procedures **i1**
- 1.2 Check business planner for promotions currently running or about to be run in the store 
- 1.3 Note any "off location" / "associated selling" activity to look for when in the store 
- 1.4 Check for any Point of Sale (POS) advertising that you may need to take with you to the store 
- 1.5 Ensure you are neatly groomed and dressed 

- 2.1 Locate and sign into Visitor's book 
- 2.2 Ensure all the required details are completed.
- 2.3 Obtain and wear Visitor's sticker/tag 
- 2.4 Locate relevant department manager/personnel and inform them of your presence and proposed activities 
- 2.5 Check in store notice boards/sales boards for promotional information and your product shelf and display locations 

- 3.1 Walk the store and locate company activity points.
- 3.2 Don't forget to look for "off location" / "associated selling" points.
- 3.3 Count stock and complete stock sheet 
- 3.4 Note additional stock requirements for displays and gondola ends 

- 4.1 Locate stock required on the back dock.
- 4.2 If stock is out of reach use appropriate safety ladder or ask for assistance from the store staff.
- 4.3 Pull down stock require  
- 4.4 Check for stock rotation as you pull the stock down.
- 4.5 Load stock into appropriate trolley **i2**
- 4.6 Always take care when moving trolleys through the store  

- 5.1 Fill displays and gondola ends.
- 5.2 Break down cases as you go.
- 5.3 Ticket all filled displays and gondola ends.
- 5.4 Tidy any Point of Sale materials.
- 5.5 Check rotation of stock on displays and gondola ends 
- 5.6 Filling fixtures is a store responsibility, though we are there to help. Only fill fixtures if time permits.
- 5.7 Dispose of cases in baler or compactor 
- 5.8 Return trolley to its original location.

- 6.1 Inform relevant department manager/store personnel of your activities and discuss any issues  
- 6.2 Thank appropriate staff for their help.
- 6.3 Return to sign in point and always sign out.
- 6.4 Present any bags you have for inspection as you leave.
- 6.5 Communicate any non-compliance to your Area Manager as soon as possible so immediate action can be taken 

↓ Step 2.1 Sign into Visitors Book



↓ Step 3.3 Count stock and complete stock sheet



↓ Step 5.1 Fill displays and Gondola ends



↓ Step 6.1 Discuss issues with store personnel





★ Professionalism

- Dress professionally. If a uniform is provided wear it with pride. Otherwise dress appropriately remembering that you are your company's representative
- Always be well groomed
- Always wear your name badge and Visitor's sticker/tag where they are visible
- Use the in store information available to you instead of interrupting store staff



- Listen to the store staff problems and immediately deal with these you are authorised to handle. Refer to your Area Manager those you can not handle
- Always follow up and complete any commitments you undertake to do
- Always be on time if you have made an appointment and ring if it is possible you will be late

i₁ Store Specific Procedures

Different chains have very different policies and procedures that you need to know and understand.

Woolworths:

Coles:

Franklins:

Seven Eleven:

👤 People and Communication

- Ask store staff on front counter for Visitor's sticker
- Politely greet all store staff
- Try to find store personnel you need to talk to rather than always having them paged (They are busy too)
- Remember that when working in and around the store customers may mistake you for store staff. Be polite and helpful directing them to a staff member nearby or the service desk. "I don't work here" is not good enough.
- Ask permission to use any trolleys or equipment and ask for help if stock is located on a second level
- Always report back to your store contact before leaving the store and talk to them about the activities you have completed and any problems you/they may have
- Communicate any problems to your Area Manager as soon as possible

#₁ Safety in and around the Store



Consider the Safety of the customer and the store staff. Lead the trolley into the store so you can see customers and store staff.



Always observe correct manual handling techniques when lifting/ pulling/ pushing.



Always give way to customers and store staff



Do not block aisles with trolleys or cases



Return all trolleys and ladders to where you found them



You must sign into and out of every store you merchandise, every time you go in and out. This process ensures that in the case of an emergency the store personnel know you are in the store and need to account for you as part of their emergency procedure. It also ensures that you are covered by insurance if an incident or injury occurs to yourself, store staff or their customers.

🔗 Tools & Materials Required

- Pen and Notepad
- Promotional Planner
- Business Planner
- Personal Name Tag
- Ticket Writing Kit

