

Food

Appendix C2

co  
op

Core  
+ Colleague  
+ Induction  
+ Welcome Pack

Name:

# Welcome to your store

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## Appendix C2

This pack will help you through your induction period with us.

There'll be activities, checklists and space for you to make notes and jot down ideas.

Don't worry, your Store Manager and Buddy will be with you every step of the way.

You'll learn most things in store but you will also be heading out for a day.

This is your pack to look after and keep. As the saying goes, the more you put into it, the more you will get out of it!



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### Day 1

#### Let's get started!

Day 1 is all about getting you set up to be great in your role.

Your first day will be spent with your Store Manager or Buddy, finding your bearings in your store and learning all about our Co-op difference.

To ensure you're safe and we abide by the law, you may need to complete some additional modules. Don't worry though, your Store Manager or Buddy will take you through these.

### Week 1

#### We're setting you up for success!

During your first week you will need to complete all of your core modules. These include things such as Age Matters and Shop floor basics. You'll do these either on e-learning or with the help of your Buddy.

You'll find a full list of what you need to complete in the 'Core modules' section of this pack.

### Week 2 - 12

#### Become a specialist!

These areas are optional and will be based on your development and what your store needs.

If you have these departments in store and they are of interest to you, have a conversation with your Store Manager about getting trained on them.

They include departments such as Bakery, Delicatessen, Food Safety Level 2, Post Office, and Cash.

### Week 2 - 4

#### Department Savvy!

We want you to know all of the basic departments in the store, so, during your first 4 weeks you'll be learning all about Electronic Point of Sale (EPOS), News and Mags and Checkouts.

#### Welcome to Co-op!

During this time you'll also need to attend an event called 'Welcome to Co-op' which is a really fun and informative day with other new colleagues from your area, to learn about our Co-op and how you can have a positive impact on our customers and your store.

### Reviews

During your first 12 weeks with us your line manager will spend time with you at weeks 4, 8 and 12 to review your progress and support you during your induction period with us.





What happens when down-to-earth, decent, hard-working people, who are free to use their best judgement, work for an organisation which carefully balances profits with ethics for the benefit of its members?

The answer is that you get magic. Co-op magic. Be part of it.

## Welcome

You're starting work for one of the largest co-operative consumer groups in the world and we have a lot to be proud of. Over the next few weeks, you'll be introduced to our business and learn more about our history but for now, let's talk about the really important things, like finding your way around your store, our policies, and some of the great benefits you'll get by working with us.

One of the first things that will happen is that your Store Manager will link you up with a Buddy. Your Buddy will help you navigate the first few weeks and will show you the ropes. Don't be afraid to ask questions, it's important to us that you feel comfortable and happy at work which is what your Buddy is there for.

Don't forget to have a look at our website, which has lots of information about our policies, perks and people: [colleagues.coop.co.uk/](https://colleagues.coop.co.uk/)

### You're going to meet your team and learn lots over the next few weeks.

Make some notes about the basics below to help you remember:

My Store Manager's name is: .....

My Team Manager's name is: .....

My Team Leader's name is: .....

My Buddy's name is: .....

My teams' names are: .....

If I am not able to come in I should call: .....

Pay day is: .....

My holiday entitlement is: .....

My membership number is: .....

**\* It's really important that on day 1, you log on to MyHR and enter your bank details - if you don't do this, we won't know where to pay you.**

Aside from a great business and fantastic people, there are plenty of other reasons to work with us.

### Co-op Colleague Membership

Great rewards when you buy Co-op own brands. 5% for you, plus 1% for your local community.

### Electrical

5% colleague discount on a huge range of electrical goods, plus Co-op membership rewards on selected items.

### Food

Great food for less, with 10% discount on top of your 5% membership rewards.

### Funeralcare

Exclusive colleague discounts on funeral arrangements and pre-paid funeral plans.

### Insurance

Special colleague discounts of up to 25% on home, pet and motor insurance, plus savings on breakdown cover.

### Legal Service

5% off Conveying, Will, Family, Personal Injury and Probate and Estate Administration.

### Pensions

Helping you save for the retirement you want, with valuable contributions from the Co-op.

### Plus much more, including:

- Child care vouchers
- Death in Service
- Retail and Leisure Discounts
- Rental Deposit Loans
- Credit Union



Simply scan the QR code above or go to:

[coop.co.uk/benefits](https://coop.co.uk/benefits)

To register, just have your employee number and national insurance number handy.

You can access the site from work or home, meaning you can take advantage of our offers at any time.

## Useful Contacts

### USDAW

The Co-op recognises the rights of employees to be members of trade unions and, as a long term supporter of the trade union movement, **actively encourages** membership by all employees. Co-op recognises **USDAW** as the appropriate trade union to represent colleagues and negotiates terms and conditions yearly.

Please visit the USDAW website at [www.usdaw.org.uk](http://www.usdaw.org.uk) or call 0800 030 8030 for more information.

### Employee Assistance Programme

Offers a range of services such as counselling, information, signposting and support across a wide range of issues such as personal and work related concerns, legal and financial advice, health, and child and elder care.

The EAP service is **confidential**, available **24/7** and run by an **independent** provider.

Call **0800 069 8854**

For online support visit:  
[www.validium.com](http://www.validium.com)  
Username: **Coop**  
Password: **Group1844**

### Bullying and Harassment

We do everything we can to make our Co-op a great place to work, where colleagues feel safe and comfortable to be themselves. Our Bullying and Harassment Policy is available to everyone on the intranet.

If you have any worries, you can contact the **Whistle Blowing** helpline on **0800 374 199**.

Or contact the Co-op Food **Bullying, Harassment and Discrimination** helpline on **0844 728 0165** or by email at [h&bcomplaints@coop.co.uk](mailto:h&bcomplaints@coop.co.uk)

Your case will be handled sensitively and with integrity.

“Here at the Co-op we strive to create an environment that embraces individuality, celebrates the fact that everyone is different yet equal and where every colleague is treated with dignity and respect.

Our Co-op is very proud to attract such a diverse workforce. Creating a culture where colleagues can be authentic, honest, and true. Where individuals are encouraged to flourish, feel engaged and rewarded. We remain a reputable inclusive employer amongst our peers, recognising that variety is the spice of life’ and that self-expression and creativity are essential when enable colleagues to develop their full potential.”

# Aspire

Women's Career  
Network

## What do we do?

### We offer:

- Regular communication with other, like-minded colleagues with similar aims.
- Facilitated and informal networking opportunities both across and outside of the Co-op.
- Access to a broad range of resources to enable you to plan and move towards progressing your career.
- ‘Lunch and crunch’ sessions that enable you to broaden your personal and professional development.
- Opportunities to engage with the network and contribute to it's future either through your Aspire Steering Team or contributing articles and ideas to the Aspire member magazine.

**Aspire is an informal support system for Co-op women who wish to pro-actively develop themselves, build a network or advance their career with the Co-op.**

We are a fully inclusive network and welcome male members who want to get involved. Aspire holds several events each month which include informal networking discussions, lunch and learn workshops and ‘roundtable’ sessions where senior women share their career journey.

## Join us

If you want to become a member, or are interested about finding out more, email us at [aspire@coop.co.uk](mailto:aspire@coop.co.uk) or get in touch via Twitter @aspire\_co\_op

# Respect

LGBT+  
Network

## What do we do?

### Support

Going through a difficult time because of your sexuality or gender identity, or know someone who is? We're here for you.

### Develop

We help colleagues get the most out of their careers through mentoring schemes, training and careers advice.

### Inform

LGBT+ issues matter. We make sure that colleagues' voices are heard at the highest levels of our Co-op.

### Socialise

Events give colleagues a chance to meet new people and learn more about LGBT+ issues, culture and history.

**Respect is the Co-op's lesbian, gay, bisexual and transgender (LGBT+) network.**

We have two simple aims: to make sure LGBT+ colleagues can be themselves at work and to promote LGBT+ equality throughout the Co-op and beyond.

We believe that creating a workplace where everyone can flourish is up to all of us; that's why everyone is welcome to join Respect, whether you identify as LGBT+ or not.

## Join us

If you want to become a member, or are interested about finding out more, email us at [respectLGBT@coop.co.uk](mailto:respectLGBT@coop.co.uk) or get in touch via Twitter @cooprespectLGBT

Here at the Co-op we are proud of presenting a professional image to our customers.

We'll provide you with a uniform in order to keep you looking smart, and any other appropriate protective clothing to protect our food products from sources of contamination. But, we don't want to be too strict; we respect individual differences and understand you may sometimes want to express yourself through how you look.

If you have long hair, false nails or nail extensions, be sensible - make sure they don't get in the way of you carrying out your job.

Keep your feet safe by wearing clean, dark, flat shoes that protect your toes.



To minimise any risk to health and safety, if you wear jewellery, tuck any loose items out of harm's way.

Piercings that might get caught or fall out shouldn't be worn.

Remember to wear your name badge so customers and colleagues know who you are.

We don't want to make our customers sick so hands and nails must be kept clean and tidy.

## Other things you need to know

Make sure that your Manager or Buddy has gone through the following policies with you. You can also find all our policies on How Do I, or on the intranet under HR > People Policies. If you have any questions, don't be afraid to ask.

- ☐ Advanced rate of pay and when you'll be eligible
- ☐ How to book a holiday and the amount of notice you need to give
- ☐ The Day 1 Policy Information sheets
- ☐ How to clock in and out
- ☐ How to read and understand the rota
- ☐ How to report sickness and that you've understood the Absence Policy

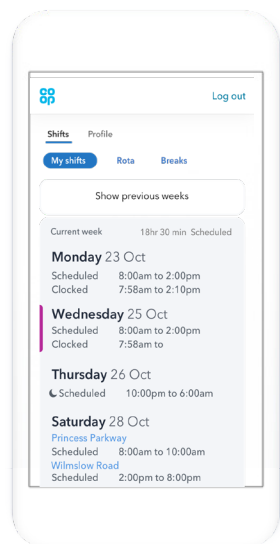
We know there may be times when you need to be off work due to health or other reasons. It's important that you read and understand the Absence Policy and follow the instructions.

You will not be paid for the first 3 days of any sickness absence.

However, if you do need a paper copy of your schedules you can request this from your Manager if you need to.

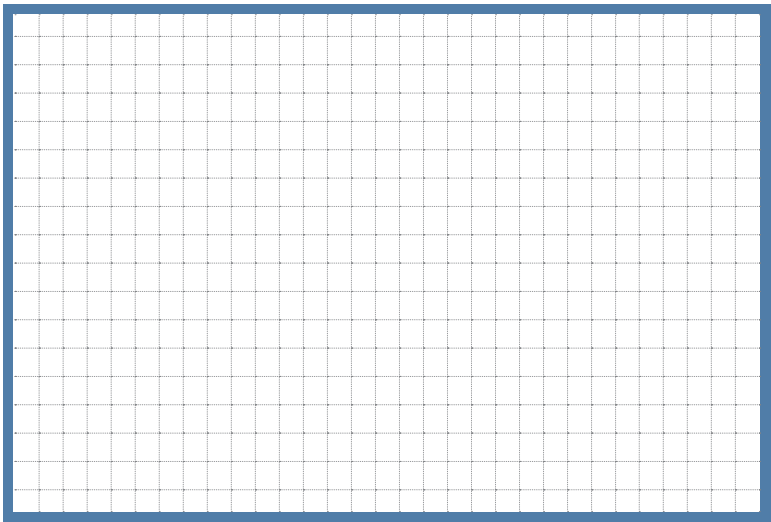
- Future and past schedules - 3 weeks in the future and 12 weeks in the past
- Paycodes
- Live clock-times - to see when you clocked in/out
- Rota - to see when your colleagues are working
- Shift preferences - to see your contract hours and maximum and minimum shift
- Pay dates
- Break Rules - see what breaks you're entitled to
- The store you're working in
- Manager's highlighted on the rota in bold

Make sure your mobile number is correct in the MyHR system so you can access it. If any of the information is incorrect, then speak to your manager. You can find more information on Shifts on How Do I.



## Notes



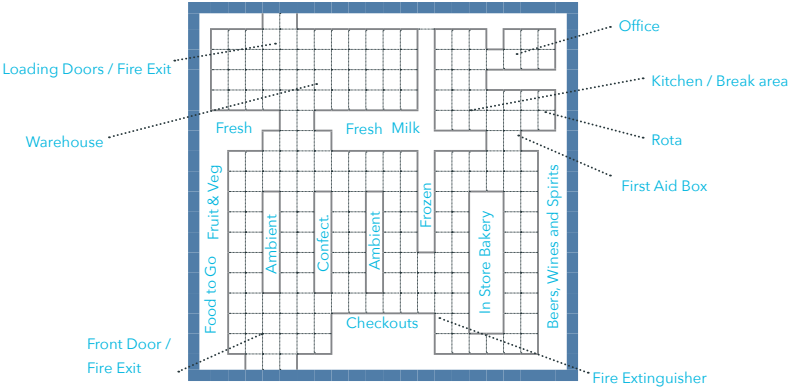


Now that you’ve had a tour and learnt a bit about your job, your first task is to find your way around.

Use the grid above to draw a sketch of your store, it doesn’t have to be perfect but going around and having a look at what goes where will really help you find your feet. There’s an example at the bottom of the page.

Here’s a few ideas of things to show:

- First Aid Box
- Emergency Exits
- Warehouse
- Back Office / Kitchen
- Location of Rota
- Location of Fire Extinguishers
- Shop layout (include Ambient, Frozen, Confectionery, Fresh, Food to Go, Checkouts etc.)



Now's a great time to have a look around your store and learn a bit more about it. Have a go at answering these questions:

## Our Food

Find an Irresistible product - what is it?  
.....

What makes it Irresistible?  
.....

Find a promotion - how do you know it's a promotion?  
.....

How much is our Co-op bread?  
.....

Where does our Co-op Pinot Grigio come from?  
.....

What does the Red Tractor mark tell you about our meat?  
.....

## Your Store

What time does your store open and close on a weekday?  
.....

Find your store's True North compass - what's your store doing well in?  
.....

What does this mean for our customers?  
.....

## Our Ethics

How much money does the One Foundation receive for every litre of Co-op water sold?  
.....

Find a bar of Co-op chocolate - what does it tell you about Fair Trade?  
.....

What other things can you find in store that are fairly traded?  
.....



**Our Co-op Membership not only brings benefits to you but also benefits your local community.**

Your Buddy will now tell you all about our membership offer and how that works in your local community.

To help you be the best you can, we have a challenge for you. Fill in the questions below after your conversation with your Buddy. You might need to speak to other colleagues or your Store Manager to find the answers.

## About membership

What % reward is ‘for you’? .....

What % reward is ‘for your community’? .....

Where can members find out their reward balance? .....

What Co-op businesses can members earn reward in? .....

## Colleague member benefits

How do you become a colleague member?.....

What % discount do colleague members get in store?.....

## Community

What are your three local causes? .....

How are the local causes chosen? .....

How do members choose which local causes to send their community reward to? .....

# Membership in your community

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## Joining membership

How much does it cost to become a member? .....

What ways can customers become members? .....

What do customers need to do in order to register their temporary card? .....

Can temporary card holders spend rewards? .....

## More on membership

What are independent Co-op societies? .....

What can our members do on their online account? .....

### How to join as a colleague

If you are already a member of our Co-op you should call our membership contact centre on **0800 023 4708** with your employee number and they will convert you to a colleague member.

If you are not a member already you can join online and quote your employee number to become a colleague member.

This is your first introduction to the world of 'talking membership' with our customers, you will learn more about this when you attend your 'Welcome to Co-op' event.

A good thing to remember is that your colleagues will be clued up with membership; watch how they introduce it to our customers.

You are a customer yourself so consider how you would like membership to be mentioned to you. We really want you to use your judgement. For example, if a customer looks like they are in a rush it might not be a good time to mention all aspects of our membership offer, just like on the other hand, if a customer has a full basket or trolley we will have more time to talk through the key benefits of the offer.

Here's a few suggestions of things you could say and a re-cap of the key messages:
















### Your core modules are essential to set you up in your new role.

They should be completed in your first week but some need to be completed before you do certain tasks, as it's the law.

We've provided you with a checklist below to make sure you cover everything you need to in your first week.

What do you need to do?	When you need to do it by	Delivered by		Details	
		CITRUS	Manager/ Buddy		
Day 1 Policy Information Sheet	Day 1			We need you to know about our policies on HR Shared Services > People Policies and How Do I	
Essential Petrol Skills (petrol sites only)	Day 1			If you work in one of our petrol sites please complete this before starting any work so you know how to work safely with petrol.	
Health and Safety	Day 1			Your safety is important to us and it's essential that you know the health and safety rules to follow in your store.	
Scottish Licensing (Scotland only)	Day 1			If you work in one of our Scottish stores, it's the law that you need to complete this before going on the shopfloor.	
Tobacco Display Ban <ul style="list-style-type: none"> <li>Scotland</li> <li>England</li> <li>Wales</li> </ul>	Before working on checkouts			There are different rules depending on where your store is and the size of your store. Your Store Manager will assign the right module for your store.	
Age Matters (Level 1)	Before working on checkouts			We want you to follow our Challenge 25 Policy to protect you and our Co-op when you're selling restricted products, which is why you need to complete this before working on the checkouts.	
Post Office Local (Post Office Local stores only)	Before working on checkouts			If your store has a Post Office Local kiosk you will need to refer to How Do I for training before dealing with any Post Office services that we offer.	

# Setting you up for success

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Food Safety	Before handling any products	✓		We want to keep our customers healthy so it's important that you are aware of our food safety practices in store before handling any of our products.	
Availability	Week 1		✓	We want our products to be available at the right time, in the right place in the right quantity for our customers to buy.	
Energy & Environment Induction	Week 1	✓		We want to be energy efficient as it protects the environment and it reduces our costs.	
Keeping it safe	Week 1	✓		We want you to feel safe at work. Although some of the situations in this module are few and far between you need to know what to do if any of them happen in your store.	
Shopfloor basics	Week 1		✓	Our customers expect great shopfloor standards when they visit your store so we're going to show you what you need to do to meet those standards.	
GDPR	Week 1		✓	You must complete your training during your first week. Using the store's workstation, go to the Food Intranet Home page and in "Quick Links" on the right side of the screen, click on "General Data Protection Regulation (GDPR)". Log in using your employee number as your username and password.	

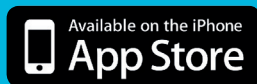


In this module you will learn all of the core tasks you'll need in order to do a brilliant job on the shop floor.

We'll guide you through what good looks like and what you can do to make a difference in your store and for our customers. By the end of the module you'll have the skills and confidence to get started.

The module will consist of a pre work 'Shop floor app' where you'll watch a series of virtual reality clips. Be sure to watch these before starting the module. After that you'll complete a series of activities and questions, using the Shop floor workbook which your Buddy will hand to you. There will be various activities for you to complete on your own and with your Buddy.

To download the app, simply search **Co-op Shop Floor** in the App Store or Google Play Store



## Logging in

Your log in is your store hub number, ask your Manager or Buddy if you're unsure.

Your store will have a virtual reality headset for you to use, there's some instructions on the next page on how to use the headset. If you prefer not to use the headset that's fine, you can choose the option on the screen. Try sitting down whilst watching the clips for the first time.

## Headset Instructions



Open the velcro on the top



Pull open to reveal the two side panels



Fold back the two panels



Open out the whole panel, then fold it underneath



Secure the side panels down using the velcro pads



Remove the lense covers



Pop your device inside, make sure it's secure using the rubber band





# Invitation

**You are invited to attend a  
'Welcome to Co-op' event.**

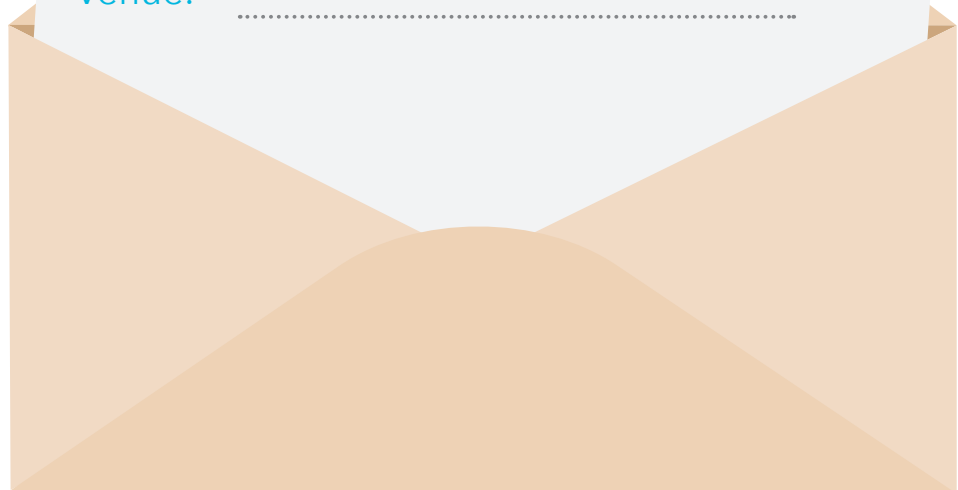
It will be a fun and relaxed event all about looking at how you can have a positive impact on our customers and making your store the best it can be.

Book your event with your Store Manager and note the details below:

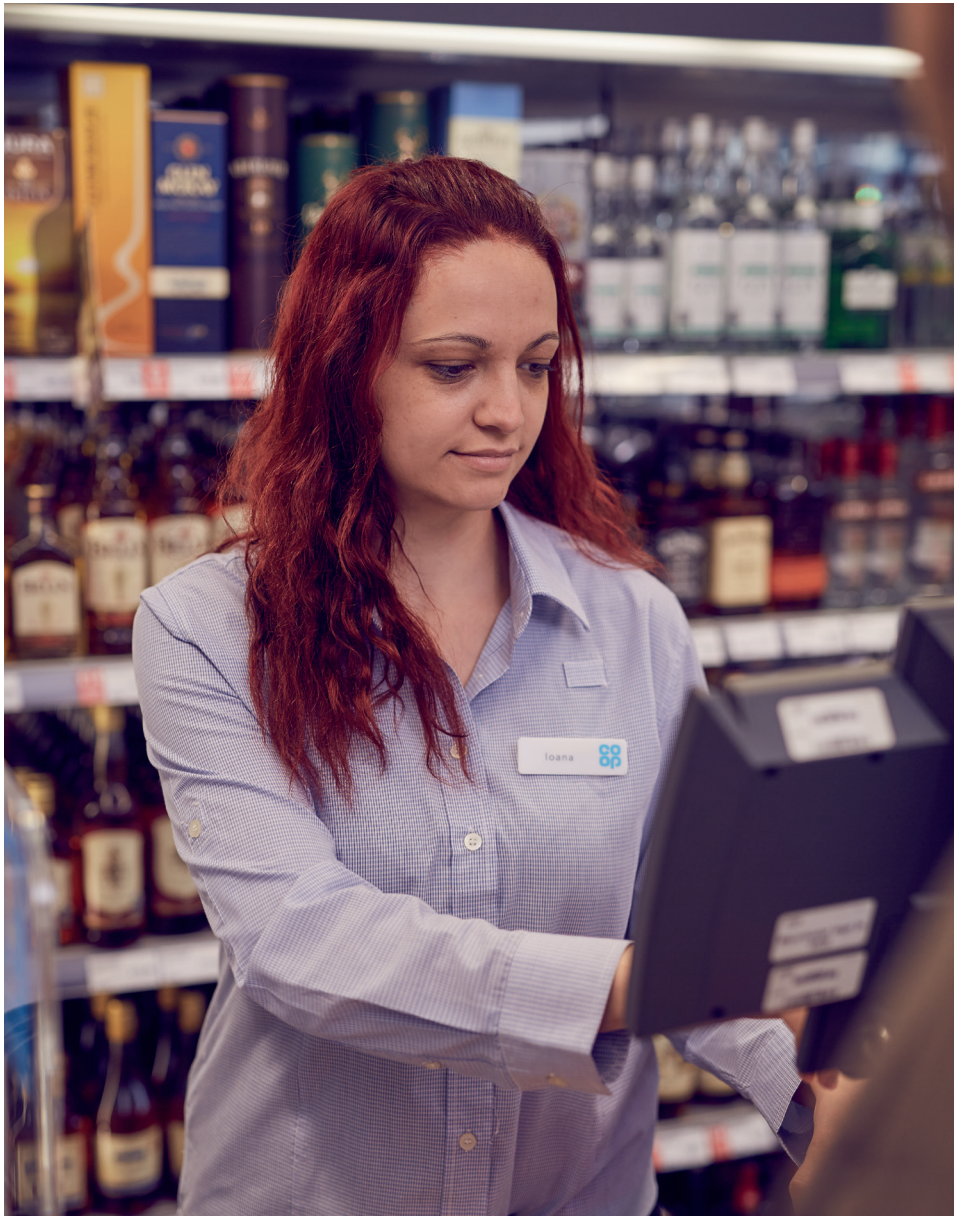
Date: .....

Time: .....

Venue: .....







For this module you should complete the questions below with support from your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

## Shelf Edge Labels (SELs)

Why are SELs important? .....

.....

.....

Where do SELs sit? .....

.....

.....

What information is shown on a SEL? Use your knowledge to complete the information below:

£1.00

£1.00 per item

Co-op Irresistible Xmas Chocolate Star Muffin EACH

Energy: 2186kJ/523kcal Contains Egg, Milk, Soya, Wheat



0000000000722 813141 1P

88

What else is shown on the SEL for produce? Why's it important? .....

.....

.....

Find the SEL for Diet Coke cans, what's different about it? What does the symbol mean? .....

.....

.....

What do you do if there's a SEL missing? .....

.....

## Point of Sale (POS)

What other labelling and signs can you see around the store? .....

.....

.....

.....

What's a POS kit and when would you use it? .....

.....

.....

.....

What's a planogram? How do you use it to position products? .....

.....

.....

.....

What advertising can you see from outside your store? Why is it important? .....

.....

.....

.....

What do you do if there's a POS sign missing? .....

.....

.....

.....

How do you run a price check on the shelves? .....

.....

.....

.....

For this module you should complete your 'Colleague Warehouse Workbook' which will be given to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

### Pre-work



Watch the Warehouse clip on the Shop floor app before completing the module.



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**We want to offer our customers great News and Mags all day, everyday. We'll show you all the processes from delivery to returns and explore how we can do this in the most cost effective way for our Co-op.**

Your News and Mags training is delivered via CITRUS and then you should buddy up with another colleague to shadow them so you get the on-job experience before being let loose on your own.

Your Store Manager needs to assign the following modules for you to complete:

## Module 1 - Delivery and Service Levels

In this module we'll look at how your news and mags get to your store and how you should check to ensure you get everything you're being charged for by the supplier.

## Module 2 - Merchandising & Weekly Activity

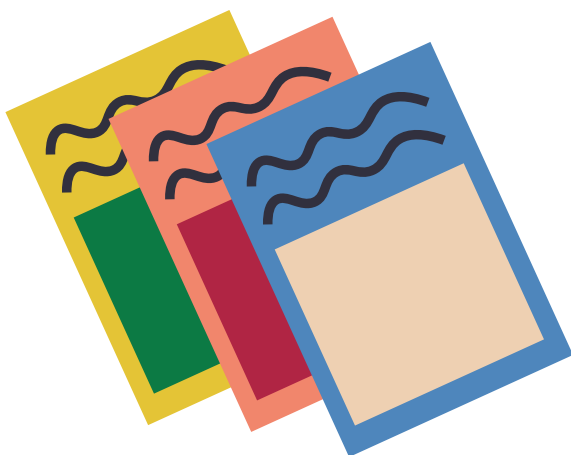
In this module we'll look at what great merchandising looks like and what you need to do on a weekly basis to keep your news and mags section looking great for our customers.

## Module 3 - Returns & Documentation

In this module we'll look at how to complete the returns process and the documentation that you need to complete, along with it to make sure your store gets the right credits.

## Module 4 - Order Levels & Customer Orders

In this module we'll look at how you can amend your order levels if you're getting too much stock, or not enough stock and how you can order one-off requests for customers.



There is a 'Core Checkout Guide' opposite for you to use whilst completing your 'Colleague Checkout Workbook'. Your workbook will be handed to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Here's some instructions on how to fold up your 'Core Checkout Guide':

## Front

**Saving Stamps**

- Please Service a Saving Stamp within the amount of saving the customer has accumulated. (The customer must have the stamp in their hand when they come to the counter to use it.)
- The stamp must be used within the amount of saving the customer has accumulated. (The customer must have the stamp in their hand when they come to the counter to use it.)
- The stamp must be used within the amount of saving the customer has accumulated. (The customer must have the stamp in their hand when they come to the counter to use it.)

**Gift Cards**

- Please Service a Gift Card within the amount of saving the customer has accumulated. (The customer must have the gift card in their hand when they come to the counter to use it.)
- The gift card must be used within the amount of saving the customer has accumulated. (The customer must have the gift card in their hand when they come to the counter to use it.)

**Lottery**

- Please use the lottery terminal through the lottery terminal. (The customer must have the lottery ticket in their hand when they come to the counter to use it.)
- The lottery ticket must be used within the amount of saving the customer has accumulated. (The customer must have the lottery ticket in their hand when they come to the counter to use it.)

**Carrier Bags**

- Please use the carrier bag terminal through the carrier bag terminal. (The customer must have the carrier bag in their hand when they come to the counter to use it.)
- The carrier bag must be used within the amount of saving the customer has accumulated. (The customer must have the carrier bag in their hand when they come to the counter to use it.)

**Voided and Refunds**

- Please use the voided and refund terminal through the voided and refund terminal. (The customer must have the voided and refund ticket in their hand when they come to the counter to use it.)
- The voided and refund ticket must be used within the amount of saving the customer has accumulated. (The customer must have the voided and refund ticket in their hand when they come to the counter to use it.)

## Back

**Standards**

- Please use the standards terminal through the standards terminal. (The customer must have the standards ticket in their hand when they come to the counter to use it.)
- The standards ticket must be used within the amount of saving the customer has accumulated. (The customer must have the standards ticket in their hand when they come to the counter to use it.)

**Things that shouldn't be on the kiosk:**

- Restricted to those products
- Anything that looks like a weapon
- Anything that looks like a drug
- Anything that looks like a gun
- Anything that looks like a knife
- Anything that looks like a bomb
- Anything that looks like a car
- Anything that looks like a plane
- Anything that looks like a ship
- Anything that looks like a train
- Anything that looks like a bus
- Anything that looks like a truck
- Anything that looks like a boat
- Anything that looks like a car
- Anything that looks like a plane
- Anything that looks like a ship
- Anything that looks like a train
- Anything that looks like a bus
- Anything that looks like a truck
- Anything that looks like a boat

**Visitor sign in**

- Please use the visitor sign in terminal through the visitor sign in terminal. (The customer must have the visitor sign in ticket in their hand when they come to the counter to use it.)
- The visitor sign in ticket must be used within the amount of saving the customer has accumulated. (The customer must have the visitor sign in ticket in their hand when they come to the counter to use it.)

**Age Related Sales**

- Please use the age related sales terminal through the age related sales terminal. (The customer must have the age related sales ticket in their hand when they come to the counter to use it.)
- The age related sales ticket must be used within the amount of saving the customer has accumulated. (The customer must have the age related sales ticket in their hand when they come to the counter to use it.)

**Customer Conversation: Deals**

- Please use the customer conversation deals terminal through the customer conversation deals terminal. (The customer must have the customer conversation deals ticket in their hand when they come to the counter to use it.)
- The customer conversation deals ticket must be used within the amount of saving the customer has accumulated. (The customer must have the customer conversation deals ticket in their hand when they come to the counter to use it.)

## Folding instructions

- 1** Tear out the Core Checkout Guide
- 2** Flip the Core Checkout Guide so the back page is facing you
- 3** Fold down the middle vertically
- 4** Fold along the centre horizontally
- 5** Fold along the centre horizontally again
- 6** Your Core Checkout Guide is complete and ready to carry in your pocket





# Core Checkout Guide

## Carrier Bags

The law requires all stores to charge for single use carrier bags given out.

The 5p charge applies to the following bags:

- Standard single use carrier bags – the customer must be charged 5p for each carrier bag taken

The 5p charge doesn't apply to the following:

- Thin plastic bags produced for food
- Any plastic bag for raw unpackaged meat, poultry or fish (only applicable in stores with butchery or fish counters)
- Paper bags used for loose bakery items, loose food to go products or pick 'n' mix sweets
- Flower bags
- Cardboard wine carriers

Ask customers if they have their own bag, if not offer one, informing them of the 5p charge or the bag for life option. Offer to pack the customer's bag for them. Thank them and say good bye.

## Voids and Refunds

- To void a single item: press Line Void < Enter the number of the line you need to take off the bill
- To void the whole transaction: press Managers Function > Void Transaction > Yes
- For a refund: press Managers Function > Refund > scan the product > select the correct reason code. If the customer doesn't want to make a complaint press No
- For customer complaints follow the till prompt to fill in the customer details > press No if the customer doesn't have a membership card or Enter and scan if they have a card
- Enter the amount of the refund then press cash if the customer paid cash for the item. Press EFT if the customer paid with a card. Ask the customer to sign the refund receipt and place in the till. Give the customer the value in money if it's a cash refund
- Complete the transaction by pressing Managers function > No Sale > Yes then place the receipt in the till

## Lottery

- Process the Lottery through the Lottery terminal following the Lottery terminal training guide which can be found on How do I policies > Lottery training guide
- Scan the Lottery ticket barcode on the till. If the barcode does not scan, press Lottery > Lottery sales > type in the amount of the ticket > Enter
- A prompt will then ask you if the customer is over 25. Follow the Challenge 25 Policy to complete this section of the transaction
- Scan any other items the customer may have and complete the transaction as normal. Ensure the customer receives their Lottery ticket
- Thank them for their custom and wish them a good day

## PayPoint

PayPoint is a well-recognised brand that enables customers to pay a wide variety of bills including utility bills, with cards, keys, tokens etc. and allows for mobile and overseas top ups to be purchased.

- Carefully follow the screen instructions when carrying out all transactions. Only when the transaction has completed should you give the customer back their card, key or bill, and hand them their PayPoint receipt
- For transport ticket transactions, remember to place and seal the receipt within the receipt wallet provided
- If you're not sure if you can accept a customer's card, key or bill - just try it or look through your terminal touch screen menus
- A small percentage of PayPoint transactions will fail. This is caused by a network failure with PayPoint
- The till will display a prompt then add the value of the failed transaction to the change due on the till screen and on the receipt

## Gift Cards

- Scan the long barcode on the back of the gift card, when the sale appears on the till screen, check the amount is correct
- Once a gift card is activated, the transaction should never be voided unless a card is declined or the customer does not have enough cash
- If this is the case you should send the gift card to the supplier. Phone operational store support for more information on 0844 262 2001 Option 2
- Scan any other items the customer may have and complete the transaction as normal
- Once the transaction is complete you will get a gift card receipt with the customer's normal receipt. Make sure you give the customer both receipts. Thank them for their custom and wish them a good day

Never scan the little barcode on the back of the gift card. This will charge the customer but not activate it.

## Saving Stamps

### Sales

- Press Service > Saving Stamps > enter the amount of saving stamps the customer requested. Complete the transaction as normal
- When the till opens give the customer the amount of saving stamps requested. As the stamps are sticky, always make sure that you've only given out the right amount

### Redemption

- Make sure the customer has stuck all the saving stamps onto a saving stamp card and filled in their details on the back of the card
- At the payment screen enter the value of the saving stamps and press saving stamp
- Put a pen mark across the stamps to show they've been used and place the saving stamps into your till
- Each saving stamp is the value of £1. Change can only be given up to the value of 99p. Saving stamps can't be used to buy lottery, concessions, coffee shop products or fuel

## Appendix C2

- The till will display a prompt then will move into refund mode with the value of the failed transaction pre-populated on the basket screen
- The cashier should press sub-total and complete the refund using the original tender method (either EFT or a mix of EFT and cash)
- The customer will be asked to reinsert their bank card and re-enter their pin, a custom copy refund receipt will be produced. NB: the refund may take a couple of days to be credited back into the customer's bank account
- The till will display a prompt and will cancel the EFT, no receipt is produced and the customer will NOT be asked to re-insert their bank card. NB: the value of this transaction may be displayed as a pending transaction in the customer's bank account for up to 10 days

# Standards

To ensure we deliver and meet customer expectations every time they choose to shop with us, we have store standards in place to keep things running smoothly.

## Appendix C2

- Make sure all damaged and loose stock has been removed
- Keep all items in the right place and labelled
- Replenish kiosk supplies (till rolls / carrier bags) in the designated area
- Wipe down surface areas to keep them clean
- Make sure the floor is clean and clear of slip, trip and fall hazards
- Tidy and replenish kiosk displays
- Keep the cigarette gentry doors closed with price list displayed
- Adopt a 'clean as you go' process on all sections
- Ensure all legal signage is displayed
- Make sure there are clean customer baskets available - trolleys if applicable
- Keep the managers workstation clear and clutter free
- During busy periods make sure the combi Post Office till has colleagues to cover
- Make sure your kiosk is set up to planogram
- Keep the kiosk door free from clutter and parcels
- Keep carrier bags stocked up so that they're available when the customer needs one



## Things that shouldn't be on the kiosk:



- Reduced to clear products
- Anything that blocks customers or causes a safety issue
- Multiple charity boxes
- Lost and found items

## Visitor sign in

- Any contractors must sign in and out of the visitors book upon arriving at and leaving the store
- Let contractors know your store's fire safety provisions, procedures and arrangements upon arrival at the store. The 'visitor/contractor instructions sheet' should be attached to the front of the visitors book for this purpose
- Any accidents or incidents involving a contractor must be reported using the Accident process
- Let contractors know of any site specific hazards which they should be aware of during their visit, such as deliveries



A great looking kiosk gives our customers the right impression about our stores - clean and well organised

Maintain a clean, tidy, clutter-free and efficient kiosk with everything in the right place and readily available



Offer a quick and efficient service for our customers, which will result in happy/loyal customers that will return to our stores

## Customer Conversation: Deals

- Increasing awareness of our offers in stores gives customers the confidence that we as a business offer great value for money
- Engaging with customers also provides a high level of customer service and shows customers that we care about their needs - we don't see them as just another transaction
- Always be aware of what's currently on promotion
- Engage with customers on the shop floor and chat to them about what's in their basket - remember to greet them with eye contact and a smile
- Chat with the customer on both the shop floor and the kiosk, offering alternatives and meal solutions where necessary

## Age Related Sales Challenges

A Challenge 25 process is used to confirm the age of any person trying to buy an age restricted item. You must challenge any customer who appears to be under the age of 25, to produce an acceptable form of identification if they're buying an item which is age restricted. The till point will also remind you to do this.





There are some departments we have that your store may or may not have. These are specialist areas and not all colleagues will need to be trained on them. If you're interested in these and your store has them, have a conversation with your Store Manager to let them know.

## Bakery/Hot Food/Coffee

We want our customers to love our prepared food departments. We'll show you what you need to do to cook and display the products and how to make sure our products are available. We'll explore food safety in relation to our prepared food departments and how this can impact on our customers.

**You will need to have completed the Food Safety Level 2 course.**

## Delicatessen

We want to offer our customers a great deli service. We will show you how to operate a deli and how to make our products look their best. We'll explore what you need to do to deliver great customer service.

**You will need to have completed the Food Safety Level 2 course.**

## Post Office

We want to give our Post Office customers great service whilst operating within Post Office guidelines. We'll show you what services are available and how to meet our customers needs.

## Cash

We want our cash to be handled with care. We'll show you what you should do with our cash to handle it securely. We'll explore how cash handling is an important part of your role and what could happen when we don't follow the correct processes.







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The following questions are designed to help you remember the information you've learnt during your induction. Jot down your answers and show them to your Store Manager who will be able to check them for you. It's important that you complete these as they are part of your induction sign off.

## Introduction to Co-op

Name the Ways of Being Co-op values and describe what they mean to you.

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What does it mean to be a member of our Co-op?

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What rewards do members get?

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How do you set up new members using a temporary card?

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## Community

What are the local causes your store supports?

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How were the local causes selected?

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Shop floor

What type of customers visit your store?

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What times of the day is your store busiest?

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On average how much money does your store make each week?

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Walk around your shop floor with your Store Manager or another colleague imagining that you're a customer. Talk to them about anything you think could be improved on your shift or in the future. Write a couple of key points down afterwards to summarise what you talked about with them.

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## Service

How can you provide great service on the shop floor?

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How can you provide great service when you're on the checkout?

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How can you help to manage queues in your store?

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What do customers think about your store?

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## News and Mags

Showcase the News and Mags section to your Store Manager or another colleague and describe how it shows 'what good looks like'. Write a couple of key points down afterwards to summarise what you talked about with them.

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## Bakery (if trained)

Showcase your Bakery department to your Store Manager or another colleague after you've been working in it. Describe 'what good looks like' in the Bakery. Write couple of key points down afterwards to summarise what you talked about with them.

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## Store Manager sign off

Once you've completed the questions above sit down with your Store Manager who will check them for you. They should then sign below to confirm that they have checked these and signed off your induction.

Store Manager name: .....

Store Manager signature: .....

Date: .....





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