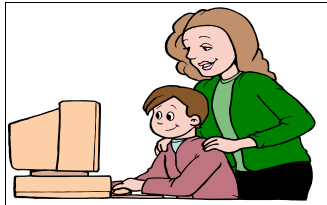
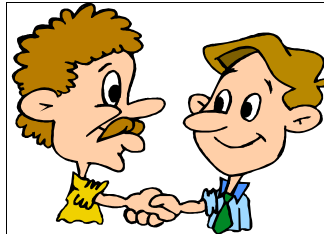


School Store Team Organization



Teacher (Store Advisor)



Human Resources Mgr.



POS Manager (IT)



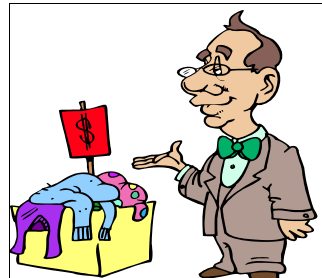
Accounting Manager



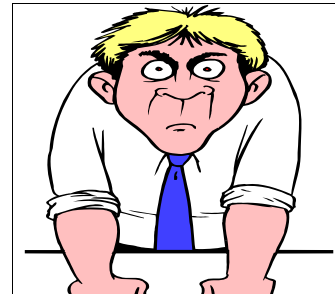
Marketing-Promo Manager



Inventory-Receiving Mgr.

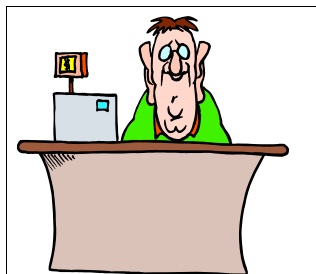


Department Manager(s)



Store-Shift Manager

Store Operation Workers



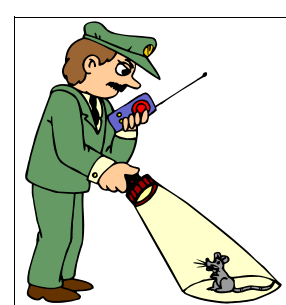
Cashier(s)



Sales & Merchandising



Food Prep



Security



Maintenance

School Store Advisor

The organization of your school-based business is essential because you rely on a multitude of student workers to function as a team. You, as the store advisor, cannot do all the work. Similar to a business owner, you will need to delegate work, responsibility, and authority to students. Each worker needs to be fully informed of their duties and responsibilities for every aspect of the of the school store's operation. As store advisor you are responsible for providing this training, direction, and team role identification to your workers. **The key to communicating this information effectively will be an Employee Manual.** As any business owner can attest to, the extra work initially invested in employee-team planning pays big dividends. In other words, the true measure of a entrepreneur's (School Store Advisor) success is in the amount of worry-free time spent away from their business (School Store).

Any business with more than 6 employees should provide workers with a store manual detailing the roles and responsibilities of every job assignment, along with the guidelines under which the worker will function in the work environment. A typical employment manual may perform many functions. The main focus will be to define the worker's role and responsibilities related to their job assignment. In addition, other topics may include:



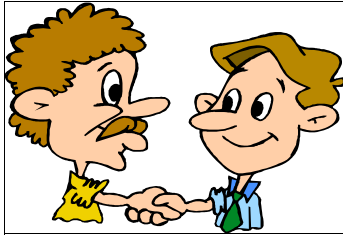
Teacher (Store Advisor)

- Welcome employees and relate the store's history, mission, goals, and future team objectives.
- Advise general store information such as hours of operation, dress code, telephone usage, time cards, etc....
- Procedures for absences and tardiness.
- Tell the benefits of employment, such as discounts, awards, grades, and scholarships.
- Outline special customer services provided by the business
- Confirm that the store and its employees comply with all school laws and code of conduct guidelines, such as safety and accident procedures, harassment, or dishonesty.
- Outline proper business behavior in daily contact with the public.
- List major violations and potential disciplinary options, including reprimands, suspensions, and removal .

The policy section of the handbook can be the support the advisor needs if and when you have to enforce those regulations and work rules.

The store's manual is also great guide for new students curious about what position to apply for and can serve as evaluation criterion for their subsequent performance. When students rotate to a new job assignment, the manual is available to help direct the students to competence in each work area.

It is the goal of POS Systems Group to create a School Store Employee Manual in a CD format. Given this media form, every job title can have their own linked responsibilities, learning activities, POS help, and student evaluations. We are sensitive to the daily bombardment of multi-tasking and preparing that teachers are asked to deal with. Our Employee Manual CD will be your supplemental teaching tool in preserving School Store Organization and also stimulate independent training of (rotating) jobs and required POS computer tasks and protocols.



Human Resources Manager (Personnel Director)

The Human Resources Manager is responsible for assisting the store advisor in the recruitment, placement, and scheduling of students in the store's operations. The role of the personnel manager should begin in the spring semester to help facilitate the smooth transition for opening the store the following school year. Student should possess strong leadership and communication skills. A curriculum emphasis in Speech, Forensics and English is suggested.

Daily Responsibilities

- Assist in the training of new employees
- Responsible for finding replacements
- Assist advisor with worker evaluations
- ⇒ Attendance, dress, participation
- ⇒ accuracy and performance of job tasks
- Reward incentive plans for workers
-

Weekly, Monthly or Semester Responsibilities

- Define and post jobs available in class.
- Recruit workers for the store prior to semester scheduling.
- Assign and post classroom job assignments for semester rotations
- Review job applications and/or resumes of potential store staff
- Interview student staff for positions
- [Assign worker ID's and passwords for POS log in](#)
- With each job rotation, coordinate a signed worker contract that insures that student has read and is aware of specific job responsibility and store policies per the employee handbook.
- Prepares reports for monthly meetings

Advanced Challenges

- Utilize Time Clock utility
- Reward Hours worked with Gift Card Tracking
- Track Sales Commission Incentives
- Explore HR as a future career by job site visit or inviting a guest speaker
- ⇒ District Human Resources Director
- ⇒ Insurance & Benefits Coordinator
- ⇒ Employee Temp. Placement Mgr.
- ⇒



Information Technology Manager (POS Director)

The POS/IT manager is responsible for the operation and overall function of the point-of-sale PC network and all other computer related activities. The POS/IT manager should be an experienced computer savvy student who will assist everyone in computer POS operations. The POS/IT manager should have experience with database applications. A curriculum emphasis in computers (A+, Networking,...) is suggested.

Daily Responsibilities

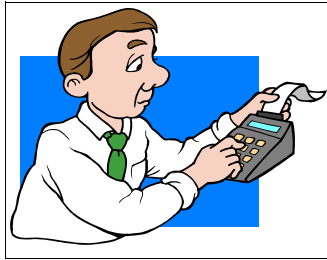
- Coordinates all POS PC activities.
- Oversee all computers hardware, and networking devices.
- Performs data Back-Ups on CD
- **Performs POS Back-Ups on PC**
- Saves redundant POS copy on every PC in case of server problem.
- **Print all reports requested**, (Sales, Inventory, Vendor, Employee, Customers, Accounting,...)
- Ensure all data is accounted for and can be re-printed upon request.
- **Create inventory labels**
- Monitor network performance and user security issues

Weekly or Monthly Responsibilities

- Manages **physical inventory process**
- **Produces inventory valuation and discrepancy reports.**
- Communicates with the school's tech-team and POS Systems Group.
- Reviews current POS protocols and looks for more efficient ways.
- **Prepares reports for monthly meetings**

Advanced Challenges

- Coordinates all computer simulations and games
- Manages **e-commerce activities**
- Maintains the store's web site page and internet marketing links.
- Assist other workers in Advance POS Challenges
- Explore IT as a future career by job site visit or inviting a guest speaker
 - ⇒ School District Director
 - ⇒ Computer Programmer
 - ⇒ Computer Network Administrator
 - ⇒ Web Site Designer
 - ⇒ Internet Marketing Manager



Accounting Manager (CFO, Bookkeeper, Comptroller)

The Accounting manager is responsible for the recording, maintaining, and safeguarding of all store and classroom monies and financial records. A student with superior leadership qualities and prior experience in Quick Books (or other accounting application) and Excel would be helpful. A strong curriculum emphasis in advanced Math and Accounting is suggested. Mature office skills are needed when communicating with Teacher and School Bookkeeper.

Daily Responsibilities

- Records sales daily by POS station and shift from **End of Day Reports**
- Tracts worker shift cash balance accuracy and **reconciles tenders**.
- Summarizes all POS stations sales into one **final End of Day Report**
- Prepares and records deposit for school bookkeeper.
- Safeguards all monies and files documents in daily financial folder.
- Files all on-accounts (AR) invoices into the respective Customer File
- Request printing of Sales Reports.

Weekly or Monthly Responsibilities

- Transfers daily financial folder from previous month into an archive box.
- Records weekly and monthly totals
- **Prints monthly sales tax report** and completes state's Sales Tax form.
- **Prints A/R statements** of and submits to staff mail boxes.
- **Prints A/R aging reports**
- **Records and files A/R payment receipts**
- **Prepares financial statements for the monthly meetings**
- Works with the school bookkeeper on cash balance and funds availability
- Prepares budgets for departments
- Determines open-to-buy levels for department managers.

Advanced Challenges

- Creates General Ledger entries into Excel, Quick Books or Positive Accounting general ledger system.
- Charts "what if" scenarios with budget projections.
- Explore Accounting as a future career by job site explore visit or inviting a guest speaker
 - ⇒ School District Accountant (CFO)
 - ⇒ Tax Accountant
 - ⇒ CPA
 - ⇒ Bank Manager
 - ⇒ Financial Advisor
 - ⇒



Marketing Manager (Promotional or Advertising Director)

The Marketing manager is responsible for the overall coordination of all promotional activities for the store and its merchandise and services. A student with superior leadership and communication skills is a must. Experience and advance skills in Art and design, would be helpful. A strong curriculum emphasis in CAD, Fashion Design, Photography, AV, Art, Newspaper, Yearbook, (Desktop Publishing) is suggested. A creative thinker who can motivate is the idea.

Daily Responsibilities

- Proof all advertising and displays prior to public viewing.
- Responsible for meeting deadlines for promotional activities
- Care and maintain all promotional fixtures and props
- Assigns Department staff to complete displays and advertising by deadlines
- Evaluate and measure display and promotions with **POS Sales Reports.**
- Orchestrate all marketing event steps from start to finish.
-

Weekly or Monthly Responsibilities

- Plan school-year schedule of promotional activities and themes.
- Plan monthly advertising schedule.
- Develop print advertising copy.
- Plan monthly display schedule.
- Coordinate displays themes around merchandise or services planned by specific department managers.
- Prepare promotional activities report for monthly management meetings.
- Marketing Plan for Staff
- Marketing Plan for other Schools
- Marketing Plan for student Alumni
- Marketing Plan for Parents
- Marketing Plans for Community
- Marketing Plans for Charity

Advanced Challenges

- **Smart Gift Card Tracking**
- **Customer Loyalty Card Tracking**
- Customer-Specific Marketing with coupons based on Sales Data
- E-Mail Broadcasting
- E-Commerce Web Store
- Customer Price Catalog
- Gift Registry
- Customer Mailing
- Student Coupons
- Staff Coupons
- Explore Marketing as a future career by job site visit or inviting a speaker
 - ⇒ Advertising Agent
 - ⇒ Marketing Manager
 - ⇒ Direct Mail Coordinator



Receiving Manager (Inventory Control Director)

The Receiving manager is responsible for the coordination of all inventory related activities. A student with good leadership and communication skills is important. Experience at a part-time retail job would be helpful. A strong curriculum emphasis in Math, English, and Speech is suggested. A confident student who pays attention to detail and can communicate with driver-vendors and students is important here.

Daily Responsibilities

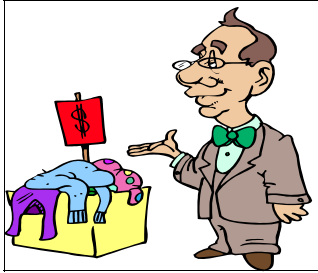
- Check and verify all deliveries of merchandise with the invoice
- Match invoice with the **Purchase Order** for quantity and cost accuracy.
- **Post PO received at POS PC.**
- **Print Received document**, staple with PO to invoice, pass to Accountant.
- If no PO, **create one by scanning items delivered.**
- Notify Department managers of any not on-file POS items.
- **Enter in POS** inventory data for new items.
- Assist Food-Prep workers in the proper storage of refrigerated and frozen items.
-

Weekly or Monthly Responsibilities

- Maintain accurate **vendor information**, including corporate and local representative contacts.
- Maintain all vendor merchandise catalogs.
- Insure proper rotation of inventory
- Inspect all perishable items for out of date stock.
- Assist department managers with proper merchandising of items.
- Review stock counts to identify items at or below reorder levels
- see that the store shelves and racks are neat, clean, and orderly.
- **Prepare inventory reports** for monthly meetings.

Advanced Challenges

- **Insert auto-ordering data** into each inventory item file (Mini-Max)
- **Utilize POS suggested orders per Orders List**
- **Review inventory velocity reports**
- Explore Receiving & Inv. Control as a future career by job site visit or inviting a guest speaker
 - ⇒ Warehouse Manager
 - ⇒ Trucking & Logistics Manager
 - ⇒ Retail Inventory Efficiency Manager
 - ⇒



Department Manager (Category Buyer)

The department manager is responsible for the organization of specific departments and control over its purchasing and merchandising activities. The number of department managers will depend on the size of the store and the merchandise assortment available. A student with good leadership, planning and communication skills is important here. Experience at a part-time retail job would be helpful. A strong curriculum emphasis in English, and Speech is suggested.

Daily Responsibilities

- Supervise all merchandise functions for their Department.
- Coordinates all merchandise inventory activity for their Department.
- Track and stimulate department sales.
- Helps train and communicate goals with store department workers.
- Evaluates department staff workers
- Plans merchandise activities with Department personnel.
- **Coordinates all returned merchandise in department or to vendor.**
-

Weekly or Monthly Responsibilities

- Decide on the inventory mix for their department.
- Prepares and prints plan-o-gram.
- **Reviews Department, Category and SKU sales reports**
- Decide on new or discontinued items.
- Plans pricing promotions with Marketing Manager.
- Submits requests for needed items with vendors.
- **Creates PO's for merchandise on POS System.**
- Coordinate cross merchandising with other departments managers
- Prepare **Departmental reports** for monthly meetings.

Advanced Challenges

- **Department Calendar Promos**
- **Category Calendar Promos**
- **Item Calendar Promos**
- **Department Coupons**
- **Category Coupons**
- **Item Coupons**
- Department Sales Incentives
- Explore Retail Management as a future career by job site visit or inviting a guest speaker
- ⇒ Restaurant Manager
- ⇒ Retail Store Manager
- ⇒ Auto Salesman
- ⇒ Retail Sales Manager



Shift Manager (Store Manager)

Shift Manager (Head Cashier) – The store shift manager is responsible for the overall operation of the school store during his or her assigned shift. One (or more) manager is assigned each shift. The store manager is at least a second semester store worker, and will have undergone a training program to supervise the store's operations. A student with good leadership and communication skills is important here. Experience at a part-time retail job would be helpful. A strong curriculum emphasis in English, and Speech is suggested.

Daily Responsibilities

- Responsible for training and assisting new cashiers and store workers
- Understands fully all the store's policies and procedures
- **Responsible for discount approvals**
- Responsible for **refunds, exchanges, voids**, and correcting cashier mistakes
- Responsible for approving all checks, credit cards, and **house accounts**
- Makes all operational decisions.
- Directs the opening and closing of the store
- Responsible for safekeeping the store's money and assets.
- Guards against shoplifting and money manipulators

Daily Responsibilities

- Provides cashier loans of various denominations.
- Organizes work assignments, schedules, and coordinates replacements to ensure proper floor coverage
- Knowledgeable of all prices in the store
- Knowledgeable of all current Marketing promotions
- Assists in helping customers
- Assists helping other employees when needed
- Is responsible for all store, office, and display equipment
- Has final say in music selection during the shift
-

Weekly or Monthly Responsibilities

- Prepare **Store Shift Reports** for monthly meetings.

Advanced Challenges

- Explore Retail Store Management as a future career by job site visit or inviting a guest speaker
 - ⇒ Restaurant Manager
 - ⇒ Retail Store Manager
 - ⇒ Auto Salesman
 - ⇒ Retail Sales Manager
 - ⇒



Cashiers Cashiers Cashiers Cashiers Cashiers Cashiers Cashiers

The cashier is a store worker who keeps track of sales electronically and will physically handle all monies received and disbursed in the store during the shift. Often 2 Cashiers working in tandem do the best job. One cashier retrieves product for the customer and scans it. The partner operates the keyboard. Choosing fast, hot-keys, tender-keys, or the multiply key.

Students with good communication skills work well. Experience at a part-time retail job would be helpful. A strong curriculum emphasis in Math, English, and Speech is suggested.

Daily Responsibilities

- **Rings up sales on the POS** register system. Choose Fast or Slow Total.
- **Makes change and counts it back accurately to customers.**
- Answers customer's questions on merchandise, pricing, and service.
- Bags or wraps purchases.
- Suggests new or alternate items to buy
- Suggests related items to the original purchase to increase the sale.
- Knowledgeable of prices in the store.
- Knowledgeable of current promotions.
- **Balance drawer at end of shift using POS counting template.**
- **Print drawer sales reports.** Pass money to Accountant or Advisor.

Daily Responsibilities

- Ask Store Mgr. for loan when low on a cash type. **Show POS as paid-in.**
- Assists in helping customers
- Assists helping other employees when needed
- Is responsible for keeping area around POS Station clean and neat
- Use proper business technique in dealing with telephone inquiries.
- Assists the shift manager and other staff members with store projects.
- Shall be aware of store security at all times and report suspicions to Mgr.
- Alert Management of a No Scans by filling out form. **Force in Dept. Key.**

Advanced Challenges

- Scan Student ID Cards and get Customer specific data with POS
- Explore Retail Store Management as a future career by job site visit or inviting a guest speaker
- ⇒ Head Cashier
- ⇒ Restaurant Manager
- ⇒ Retail Store Manager
- ⇒ Auto Salesman
- ⇒ Retail Sales Manager
- ⇒



Department Sales and Merchandiser

The salesperson is a worker who is directly involved with customer sales and service in a specific department. Always near their department their job is to sell their products and assist customers with questions. These department workers also work (pricing, cleaning-up,...) their department, preparing items for sale. Students with good communication skills work well. Experience at a part-time retail job would be helpful. A strong curriculum emphasis in English, and Speech is suggested.

Daily Responsibilities

- Knowledgeable of proper customer approach and selling techniques.
- Answers customer's questions regarding merchandise, pricing, and service.
- Exhibits knowledge of merchandise features and benefits.
- Familiar and able to apply methods of overcoming customer objections.
- Assist customers in locating requested merchandise.
- Assist the shift cashier by bringing merchandise to the register and then bagging it after purchase.
- Assists cashier with price and SKU information.
- Suggests newly arrived merchandise to customers.

Daily Responsibilities

- Suggests related items to the original purchase to increase the sale.
- Knowledgeable of prices in the store.
- Maintains stock levels for department.
- Receives, counts, verifies, and records all incoming department merchandise.
- Marks merchandise with appropriate tags and or scan labels.
- Assists Dept. Mgr. on prices according to department margins/mark-ups.
- Places stock neatly in department allocated space in the store and storage areas.

Daily Responsibilities

- Maintain in-store merchandise presentation and informational signage.
- Accepts special orders for department, and reviews vendor catalogs
- Works with vendors during in-school sales presentations.
- **Coordinates all returned merchandise in department or to vendor.**
- Help with physical inventory counts.

Advanced Challenges

- Explore Retail Sales as a future career by job site visit or inviting a speaker
 - ⇒ Car Salesman
 - ⇒ Electronics Salesman
 - ⇒ Sales Manager



Food Preparation Worker

The food prep worker is responsible for handling all the preparation of food items to be sold during the shift or day. This may include any thawing, mixing, warming, or cooking of food items. Students with good communication skills work well. Experience at a part-time restaurant job would be helpful.

Daily Prep-Responsibilities

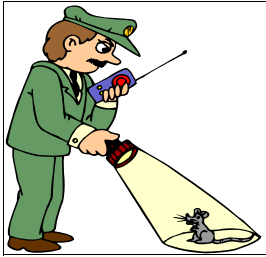
- Prepare and maintain food-prep surfaces. Clean healthy, hygiene.
- Prepare equipment for the food prep process.
 - Ovens warming.
 - Slush machines cooling.
 - Dispensers cleaned and filled with beverages.
- Prepare food for processing. Thawing, mixing, filling, etc.
- Bake or warm food and process beverage packages.
- Follow quality control of the food processing.
- Follow state health and safety codes.
-

Daily Responsibilities

- Fill customers orders fast.
- Processes special orders for items previously ordered
- Keep all product well stocked and displayed neatly for sale.
- Limits product waste in the prep process.
- Keeps all related supplies well stocked.
- Follow in detail the clean-up checklist and procedures.

Advanced Challenges

- Meet with Food-Prep Vendors
- Explore new Food Items
- Do Market Research on new Food items
- Explore Food Prep as a future career by job site visit or inviting a speaker
 - ⇒ Chef
 - ⇒ Restaurant Owner
 - ⇒ Restaurant Manager



Security Security Security Security Security Security

The security worker is responsible to provide a safe environment of store's assets: inventory, money, and equipment. The security worker also insures the safety of customers and staff. Their prime objective is to deter shrinkage. May be asked to be an eye witness for legal inquiries. May also be ask to review video tapes. Students with good communication skills work well. Experience at a part-time retail job could be helpful.

Daily Prep-Responsibilities

- Keeps security on mind at all times.
- Observes customers at entry, while shopping, and at exit.
- Opens store doors at beginning of shift, and closes doors at end of shift.
- Prevents food and drink from entering in or being consumed inside the store.
- Will limit the number of customers in the store if overcrowding occurs.
- Keeps traffic flowing in the store. Enforces "No Loitering" policy.
- Will keep the sales floor, entry way, and hallways neat and clean.
- Asks unruly customers to settle down or leave.

Daily Responsibilities

- Keeps customers from entering secured areas or playing with store equipment and fixtures.
- Checks doors to see if they are secure and locked.
- Informs Store shift manager if assistance is needed.
- Reports all safety problems or violations to shift manager or store advisor.
- Keeps aware of opportunities for employee theft.

Advanced Challenges

- Mystery Shop-Lifter to test store security
- Mystery Fast-Change artist to test Cashier security.
- Reviews Shrinkage reports with Store and Inventory Managers and plans Security Strategy
- Explore Security as a future career by job site visit or inviting a speaker
 - ⇒ Policeman
 - ⇒ Detective
 - ⇒ Security Guard



Maintenance (Operations Director)

The maintenance worker is responsible for upkeep of the physical property of the store and classroom. Normally, several students are assigned to help with clean-up after a busy shift at the School Store. Students with good communication skills work well. Experience at a part-time retail job could be helpful.

Daily Prep-Responsibilities

- Cleans glass with cleaner in department areas.
- Follow the store's prearranged cleaning schedule.
- Sweeps or vacuums floor per shift, or sooner as needed.
- Cleans spills or areas that need immediate attention.
- Dusts merchandise and shelves and counters.
- Keeps merchandise looking neat.
- Accumulates garbage from store and food prep cans and prepares a bag for disposal.
- Takes out garbage to the loading dock or dumpster.

Daily Responsibilities

- Will make minor repairs using store tools from back room.
- Will assist shift manager with projects.
- Keeps safety on mind at all times.

Advanced Challenges

- Explore Building Maintenance as a future career by job site visit or inviting a speaker
 - ⇒ School District Building Engineer
 - ⇒ Janitor
 - ⇒