

HALLENSTEIN BROTHERS

RETAIL PROCEDURES STORE OPENING AND CLOSING

OVERVIEW

We have recently reviewed the procedures for store opening and closing to ensure employee safety, store security and compliance.

Here is the updated guidelines and information for Store Opening and Closing procedures.

OPENING

The opening processes are important to a successful day of trade and store operations!

Here are the guidelines for Store Opening:

Tasks for the “Floor Person Manager of the day” to undertake before open:

- Cash In + Daily Set Up
- Quick Clean
- VM (DAMN)
- Hype the team – 10mm
- Clear the shop floor prior to trade (all boxes, tubs and rails should be removed)
- Infill (if this was not able to be completed at end of previous day)

Stock Processing

- Please have your courier drop any deliveries into the location where it is processed to avoid double handling.
- Allocate one person every morning that will be off the floor processing stock
Top Tip: where there is no allocated Stockroom Manager, you might like to plan in your rostering to alternate the person to do the stock – you can utilise the role type "Stockie" in Zambian to show this. Alternating is a great idea to share this across the team!
- Dependent on the size of stock drop, discuss and set a rough timeframe so that selling hours can be amended accordingly.
- Utilise your head sets for comms between the floor and stock person. This is for the benefit of both the stock person, and the floor team – it could be to discuss something relating to stock, or that sales support might be required on the floor.
- Honeywells are to be used to process all consoles and incoming stock (by scanning each individual item).

CLOSING

- All staff members who are working until the store close time will be rostered until 15 minutes past close to complete the closing tasks.
- **1 hour before close:**
 - o Walk the line - Grooming, Backrooms etc.
 - o Infill list completed
 - o Cleaning including dry mop, dusting, mirrors (windows too)
- **Once Closed (Final 15 minutes)**
 - o Cash Up Process Complete (to be completed by one person only):
 - Secure floats and takings in the safe
 - Fill out cash balance sheet
 - Restricted transactions (audit the days refunds/petty cash transactions / staff purchases and file accordingly)
 - o Timesheets – ensure any adjustments are recorded on the physical roster
 - o Complete cleaning
 - o Fitting rooms clear
 - o Tech on charge and confirm all tech is accounted for
 - o Bag checks – must be completed daily
- **Closing reminders:**
 - o No cash is to be handled before the store is closed
 - o Doors are to remain fully open until the store is closed (end of trade)
 - o Closing tasks can normally be completed within fifteen (15) minutes of close. Should the closing tasks take longer than this (e.g. a three till cash up that can take additional time), the two most senior team members will stay beyond fifteen minutes past close, and the BM will adjust timesheets accordingly.

SECURITY

- Open and closing can also bring opportunities for security issues. Open and closing managers should be aware of this and monitor to ensure safety of staff, store, and product.
- If there has been a break in, leave everything as you found it and call the Police.
- Alarms must be armed at the close of every shift.
- Doors must be shut when not trading (before open and after close)
- Doors must be locked when no staff are present (i.e. at end of day). If there are any issues with the door or locks this must be reported to the Regional Manager immediately.
- Any alarmed entry / back door - are not to be used except when required for store opening / closing or for operational tasks e.g. rubbish / recycling. Exits for breaks are to be through the customer entry.
- **Bag checks** will occur on a daily basis by the Branch Manager, Assistant Manager or Manager running the shift. They may also occur throughout the day by the manager running.
- Outside of trading hours, only the team members who are rostered to work that day should be in store, e.g. no friends or family members should be present.