

# Winn Dixie

## CASHIERS' MEETING 2015

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Welcome! Thank you for joining us to briefly discuss a few topics concerning the front end, in an effort to make it more efficient. Below are a few rules to both inform and remind us of what is expected. Please, do not hesitate to ask questions or voice concerns about anything listed!

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### I. FUELPERKS! CARD



Never should you scan your personal reward card or enter your telephone number during any transaction.

If the customer does not have a reward card, you may offer to sign them up for one or use the store card.



### II. ELECTRONIC DEVICES

Electronic devices, of any kind, are NOT allowed on the front end and should not be pulled out during your shift for any reason, which includes but not limited to: participating in social media, texting, calling, looking at the time, using the calculator, listening to music, etc. Also, the register should NOT be used to charge your personal devices at any time.

### III. FOOD & DRINKS

Eating and drinking on the front end during your shift is not allowed. Personal food and drinks should NOT be at your register.

However, you may step into the hallway to drink something when business is slow.



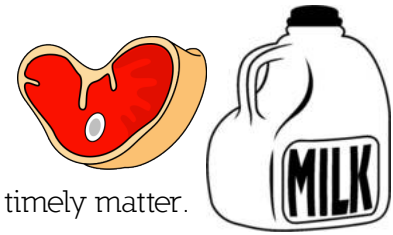
### IV. REGISTER LIGHT

In order to turn your light off, you must first get permission to do so.

Whether it is to go on lunch, to the restroom, or home, you first have to notify a service lead or service associate. Then, they will give permission accordingly.



## V. RESHOPS

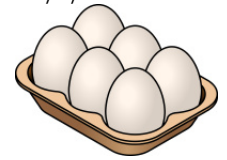


In an effort to reduce shrink, ALL perishable items must be reshopped in a timely matter. If you call meat department for a pickup, and they do not come within enough time, you must reshop it. BEFORE going reshop something, you must either notify a service lead or associate to let them know you are bringing something back or if a bagger is available, you may ask them to take it back. When you are selected to do reshops, you cannot transfer the duty to someone else or say you do not want to do it

Reshop time is not break time. You may not talk or pull out an electronic device.

Reshops should be done in a timely matter and not used to pass time on your shift.

Also, reshops should be done carefully. Do not place items where they do not belong. If you are unsure of where something goes, ask a manager or bring it back up to the front.



## VI. GROUP CONVERSATIONS



Talking in a group (three or more people) is distracting and is not allowed on the front end at any time. If business is slow, you may ask a service lead or service associate if there is anything you can do or you may do front-end work (e.g. fill candy, put bags on bag racks, clean up, etc.)

Also, cashiers are not to hang out at or around the service counter or self-check out.

While you are working a register, do not move more than one or two registers away (unless you are going pull customers from another register). For example, if you are on Register 1, you cannot be down at Register 8 talking.

## VI. BACK TALKING

If a manager, service lead or service associate tells you to do something, there should be NO talking back.

## VII. LUNCH BREAKS

Lunch breaks are THIRTY minutes long and should not exceed that.

Do not clock back in from lunch and then proceed to use the restroom.

Also, while on lunch, you must completely disappear from the front end (unless you are purchasing something). Do not stand around the front end, sit on the bench, or engage in conversations with other cashiers who are on the clock



## VIII. CLEANING REGISTERS

At the conclusion of your shift (whether it is in the afternoon or night), you MUST clean your register entirely (even if someone is jumping on the register after you)

All reshops must be brought to Register 8



## IX. APPEARANCE

**Reminder** - Every cashier scheduled to work must come neatly and be in proper dressed code (i.e. apron, red shirt, solid black shoes, name tag) at all times **NO EXCEPTIONS**.

Please note that cashiers can **NOT** wear any hats or hoodies



## X. SWAPPING SCHEDULES

All schedule changes must be approved beforehand by a manager, Kevin, or Ty, who will then decide to grant the request based on business needs.

Please note, if you swap schedules with someone, and they do not show up for your shift, **YOU** are held responsible for the shift.

## XI. WICS AND CHEKCS

**11 NOV 2015**

**Wics:**

To prevent cashiers from taking a WIC check dated for a month we are not in, it is now **REQUIRED** that when you are handed a WIC check from a customer, the first thing you must do is **CIRCLE THE MONTH**

Also, careful attention should be paid to each item and wording on certain WIC checks. If it says a customer can get one item **OR** the other, you do not scan both items because they can only get **ONE**. On WIC checks, write the total underneath the item list. **DO NOT WRITE IN THE WHITE BOX**, that is for office use only

Additionally, **PLEASE MAKE SURE THE CUSTOMER SIGNS THEIR WIC CHECK.**

**Checks:**

**ALL CHECKS MUST CONTAIN A PHONE NUMBER.** You must ask the customer for their phone number, write it on the check, and then circle it. **NO EXCEPTIONS**



## XII. BAGGING

After you have bagged a customer's groceries, you must make an effort to place the customer's groceries in their basket

## XIII. SCANNING SPEED (IPM)

All transactions must be scanned swiftly and efficiently to help move business along at a better pace. Moving forward, there has to be a significant increase in everyone's items per minute (IPM) ratio.

## XIV. CHECK CASHING



You are not permitted to cash your paycheck while you are on the clock. You can cash it before work (if you arrive early enough), on lunch (as long as you don't exceed 30 mins), or after you have clocked off for the day

## XV. COUPON MATCHING

When a customer gives you a coupon, whether it's a stack of them or a single one, you must make sure the coupon matches the item that you scan. The coupon has to match the item entirely (i.e. the size of the item, if it says 2 must be purchased, etc.)

## XVI. MONEY



If you need money, you need to call the office associate on the air phone to inform them. Do not walk around the front end blurting out that you need money.

