

**Operations Manual**

**Opening and Closing Procedures**

**Opening:**

1. A band booster representative must arrive 30min. prior to store opening in order to facilitate morning procedures alongside a Galaxy representative
2. Halloween themed screens by front entry are to be moved to form break area
3. All TVs are to be turned on
4. Exit doors are to be opened and security gates rolled up and locked into place
5. Check if any product is low in stock, if so alert Galaxy representative
6. Band representative checks in volunteers, verify the volunteer meets dress code standards- if not send home to change, assign volunteers to their position for that shift
7. 10 min. before opening Band representatives will conduct a morning meeting with the volunteers that are present. This will include but not limited to: Communicating important news, alerting if more volunteers are needed on a certain day, reminder of the rules, pep talk let’s have a great day, thank you for volunteering and supporting your band ect..

**Closing:**

1. 15min before closing (provided there are not customers in the store) Sweep floors
2. Make sure all products are in the correct place
3. Clean bathroom
4. Empty all trash cans and place trash into trash truck parked directly outside the exit doors
5. Clean breakroom
6. Count register- a Galaxy representative will assist
7. After front doors are closed turn off all TVs and return all remotes to remote box- verify the correct amount of remotes are there
8. Move Halloween screens back to front door

**Positions & Responsibilities**

**Greeter:**

Must remain at door at all times to alert fellow volunteers that a customer is approaching the store. Great customer by saying, “Welcome to Galaxy please ask anyone in a yellow shirt for help” offer them a basket. Be happy and upbeat.

**Product:**

Become familiar with the products you are selling. Pick a favorite and share with the customer why that product is your favorite. Have a challenge with your fellow product volunteer and see who can get the customer to buy their favorite product. Do not lean on the shelves or sit on the floor. Always have your face to the customer, never your back. Do not leave your assigned area, do not clump up with the other volunteers and talk while a customer is present in the store. Ask the customer if they have any questions. Smile☺

**TV:**

Learn how to use your remote and become familiar with the products you are assigned to. Alert the customer that you are able to show them any product on the shelves behind you that they would like to see. Pick a favorite and share with the customer why that product is your favorite. Have a challenge with your fellow volunteer and see who can get the customer to buy their favorite product. Do not lean on the shelves or sit on the floor. Always have your face to the customer, never your back. Do not leave your assigned area, do not clump up with the other volunteers and talk while a customer is present in the store. Smile☺

**Bagger:**

Keep an eye out for customers who are ready to check out. Do not get distracted by talking to your cahier. While customer is present focus 100% on what you are doing and the customer.

Remove each item from shopping cart one by one with the barcode facing the cashier so they can scan the item. After item has been scanned place it in the shopping bag. For large orders secure an additional shopping cart so you can place the bagged items into it. Note: large cakes do not require a shopping bag only the smaller items. Place the appropriate amount off punks into the shopping bag. 1 punk per 6 items purchased. Punks are fee. \* Punk will not be handed out at the registers on July 3rd and 4th

**Cashier:**

Make sure you are comfortable with your register. Ask questions as needed. Keep an eye out for customers who are ready to check out. Do not get distracted by talking to your bagger. While customer is present focus 100% on what you are doing and the customer.

**Floor Manager:**

Be knowledgeable of all positions and the responsibilities that go with them. Make sure the volunteers are aware of their duties and are following the rules. Asist in customer questions volunteers on the sales floor cannot answer. Float around sales floor at all times when customers are present so you can notice if a volunteer or customer need assistance.

**Shift Leaders:**

Have a meeting before each shift with the new volunteers that have arrived. Assign duties and remind them of responsibilities. No one is allowed to leave until the shift is over, and there is another volunteer present to take over their assigned position, even if the volunteers ride is there. 3rd shift remind all volunteers 30 min before closing to call and verify their ride will be there at closing time to pick them up. No one is allowed to leave until the evening meeting has ended.

**July 3rd & 4th**

**Exit Door:**

Open door for exiting customer and thank them for shopping with Galaxy. Hand out the appropriate amount of punks. 1 per every 6 items purchased.

**Cart Retrieval:**

Every 20 min carefully check the entire parking lot for shopping carts and return them to the shopping cart bay at the front door. Offer to return cart for customers.

**House Rules**

**DRESS AND GROOMING**

Galaxy Fireworks will provide each volunteer with a creatively designed themed tee shirt. The shirt must be worn by all volunteers during their shifts. The shirts will be tucked in at all times. Pants should be clean and pressed. Shorts must be right above the knees, no short shorts. Pants and Shorts cannot be athletic or pajama type. No sandals or open toed shoes should be worn, tennis shoes are preferred. Volunteers shall not wear hats, bandanas, sweatshirts with hoods or head coverings of any kind. Volunteers shall have no facial piercings of any kind. Male facial hair should be neatly groomed and hair shall be clean and neatly coifed.

**Behavior**

No cell phone usage outside of the break room

Keep all purses and personal belongings in the trunk of your car or at home

No playing with the products

No gum chewing

No running in store

Customer service is very important at Galaxy always be nice, even when it is hard, “The customer is always right”

If you encounter a difficult customer alert your shift leader

**Bathroom**

Only for volunteers the public is only allowed to use the Porto cans located outside the exit doors.

**Brake Area**

No food or drink is to be taken outside of the break area

Be respectful and keep it clean

**Parking**

All volunteers must park in the gravel lot at the side of the building.

On July 3rd and 4th carpool.