



Broadwindsor Community Stores Volunteers and staff hand book

1. The Retail Operation

- Manning policy
- Volunteer rota system
- Stocking policy
- Day book
- Guide to staff in receiving a customer complaint

2. Shop Building and Security

- Keys
- Opening up routine
- Closing routine
- Security system
- Lighting and electrics
- Notice boards
- Fire precautions

3. Safety and Hygiene

- Chillers and freezers
- Food delivery records
- Food handling
- Daily and weekly cleaning
- Hand washing
- Reporting of injuries, diseases and dangerous occurrences (RIDDOR)
- Accident book
- First aid

4. Shop Assistants

• • • •

Overall job objectives

Place, hours and conditions of work

THE RETAIL OPERATION

Manning Policy

1. There will always be at least two people on duty in the shop at any one time.
2. The Shop Manager or Shop Supervisors will be responsible for opening up in the morning and closing down at the end of work.

Volunteer Rota System

1. The volunteer rota will be managed by the Shop Manager based on a maximum of two-hour shifts. Shop Supervisors may be asked to work up to an additional half hour when opening up in the morning or cashing up at the end of the day.
2. The blank rota will be on display on a whiteboard in the shop on a weekly basis at least one week in advance.
3. Once a shift has been agreed it will be the volunteer's responsibility to arrange a relief should that be necessary.
4. Where possible volunteers will put their names down for vacant slots for the coming week when visiting or working in the shop.

Stocking Policy

Day-to-Day Stocking

The day to day stocking of the shop remains the responsibility of the Shop Manager under the strategic guidance of the Shop Committee.

Replenishing Shelves

When replenishing shelves with new stock, please give the shelves a wipe down. Put new stock at the back of the shelves, so that older stock is sold before the new stock. Ensure that stock is priced, lined up correctly, in the right place and pulled forward with labels at the front.

Stock Not Held or Running Low

We may get asked for products or brands that we do not currently stock. Please record such requests in the daybook along with details of stock items that are running low.

The Day Book

The Day Book is an A4 book into which items of interest concerning the shop may be entered by members of staff or volunteers. Entries should always be accompanied by the name and telephone number of the person making the entry so that inquiries can be followed up if necessary. The book should be kept conveniently close to the counter ready for use.

Guide to Staff in Receiving and Registering a Complaint

The purpose of a Complaints Procedure is to resolve differences and improve the quality of services provided by the Community Shop.

1. If you receive a complaint, comment or query from a customer, first ensure you have heard the customer correctly, acknowledge that you have done so, and advise the customers what action you intend to take.
2. Decide whether you can remedy the situation yourself as part of your usual working responsibilities. Do not be afraid to give a refund if the complaint seems genuine, but remember to make an appropriate note on the till receipt.
3. If you can remedy the situation yourself, advise the customer of your intentions, and proceed to correct the

matter. Having resolved the reason for the complaint, advise and check with the customer whether they are satisfied with your action. Record the complaint and the outcome in the day book.

4. If the customer is still dissatisfied, you need to initiate the process for a complaint by reporting this to the Shop Manager.
5. Ask the customer to make a complaint in writing.
6. The Shop Manager should respond to the customer as soon as possible. The Shop Manager may pass the complaint to the Association Chairman or nominated Committee Member. If the matter is then resolved, then this should be confirmed with the customer . Complaints and their resolution should be reported back to the full committee at the next meeting.
7. If the matter is not resolved then the complaint should be referred to the Committee and acted upon within 21 days.
8. The decision of the Committee will be sent to the user in writing within 7 days.

Sales by Cheque

Payments by cheque for sales must be supported by a bank card. The card must be checked for its expiry date, any limitation on the upper limit on cheques payable and matching signature. The cheque must be checked for completeness including the signature.

Cash Sales

As a matter of good practice, notes should not be placed in the till until the transaction has been completed and the customer is satisfied with the change given. Notes should be placed in the till facing upwards with the Queen's head towards the back of the drawer.

Local Community Sales

Sales of publications, tickets for local events, etc, should be handled without commission and the income kept in a separate box. Under no circumstances should this sales income be passed through the till (for VAT reasons).

Control of Waste Stock

Although some wastage is to be expected the Manager is responsible for keeping this to a reasonable working minimum. To achieve this: Sell by dates are to be checked regularly.

Deliveries

Goods received must be checked off against the delivery note or invoice using a highlighter pen noting any discrepancies in quantity, price agreed or quality. The Shop Manager is to be informed of discrepancies.

SHOP BUILDING AND SECURITY

Keys

The two official key holders are the Chairman and the Shop Manager. Other members of the committee hold further sets of keys.

Opening Up Routine

The daily procedure for opening up the shop is as follows:

1. Unlock the main door.
2. Deactivate the alarm.
3. Place the till tray containing the float in the till.
4. Raise the roller blinds.
5. Bring in the bread and place on designated shelves.
6. Place the cakes of the day on display
7. Sort out the newspapers.
9. Raise the cover on the dairy cabinet.
10. Take the temperatures of the dairy cabinet, chiller and freezer(s) and record them in the back of the temperature

record book.

11. Dust shelves.

12. Bring products forward on shelves.

Closing Routine

The shop will normally be locked by a member of the management team. The following procedure should be followed prior to locking up:

1. Bring products forward on shelves.
2. Sweep the floor.
3. Clean WC and wash basin.
4. Wash up cups and clean sink.
5. Wash the floor.
6. Ensure all windows are shut.
7. Bring in from outside – newspaper display, plants, bin, bollards if out.
8. Place any bread that is left in plastic bags.
9. Clean bread and cake shelves.
10. Ensure chiller cabinet, freezer cabinet doors, ice cream freezer lid and dairy deck cover are closed correctly.
11. Carry out the till reconciliation in the strong-room, having first locked the main front door.
12. Empty the till, less float, and deposit the cash in the Steel Store safe.
13. Place the till tray with float in the strong room and lock the strong room door
14. Ensure the shop is clean and looks tidy.
15. Turn off lights
16. Lock the front door.

Notice Boards

We are pleased to post notices of parish events on our notice board where space permits. They should be left with a member of staff to post neatly on the appropriate board.

Fire Precautions Procedure in the event of fire

1. The smoke sensors in the shop will set off the alarm.
2. Instruct anyone in the shop to evacuate immediately.
3. Call 9-999 from the shop telephone only if safe to do so.
4. Fight the fire briefly with the all-purpose extinguisher if safe to do so. To operate, remove the pin, squeeze the handle and direct the nozzle to the base of the fire.
5. Exit the shop and stay in the car park by the school
6. Stop anyone entering the shop.
7. If not possible before, call 999 on the shop remote handset, your mobile phone or from a local house.
8. Stay close to attract attention of attending fire appliances.
9. Do not re-enter the shop unless a qualified person tells you it is safe to do so.

SAFETY AND HYGIENE

Chillers and Freezers

Chiller and freezer temperatures are to be recorded daily in the record book. This is to be achieved by using the provided temperature probe placed within the goods rather than simply noting the temperature readout on the cabinet. Produce should not be punctured by the probe. Day book temperature records must state critical temperatures above which remedial action is required. These temperatures are below, which, if exceeded, must be brought to management's attention as soon as possible:

- Freezers: -10 degrees C • Chillers: +8 degrees C

Food Delivery Records

Chilled and frozen foods, when delivered, are to be randomly temperature checked and the delivery temperatures recorded in the day book. As a working

guide, this should occur for at least one delivery per week.

Food Handling

Other than fruit and vegetables, food that is not pre-packed, such as loaves of bread, should be handled either with gloves or with an inverted plastic bag.

Daily and Weekly Cleaning Schedules

Weekly (each Monday)

- Chiller and drinks cabinet cleaned
- Freezers checked and defrosted as necessary
 - Dust shelves

Daily

- Please sweep all floors and mats, washing any areas as necessary
- Keep counter clean from crumbs etc
- Check area around coffee machine and clean accordingly
- Check outside area for litter
- Check toilet and basin and clean

Hand Washing

Those serving in the shop should ensure that their hands are washed before serving, and at other appropriate times.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

UCSA has to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. Therefore any injury, illness or dangerous event that occurs in the shop must be recorded in both the daybook and the accident book and then brought to the Shop Manager's attention as soon as possible. Reportable injuries are those that incapacitate for three days or more. Incidents of sickness or diarrhoea preclude staff from working in the shop within 48 hours of the cessation of the complaint.

Accident Book

The Accident Book is kept under the counter. All accidents that result in injury, no matter how trivial, or incidents that could potentially have resulted in damage or injury are to be recorded in that custom- produced book, which is designed to comply with the Data Protection Act. When entries are made in the Accident Book the event is to be noted in the Day Book in order to alert the Shop Manager to the occurrence.

First Aid

1. A first aid box is held under the counter for use by staff as necessary. Assistance to the public should only be given by staff who have received formal training, unless they do so at their own risk. Blood wounds should be treated only with barrier protection.
2. Secondary aid, if necessary, should be requested from the emergency services by dialing 999 and asking for an ambulance.
3. The nominated first aider will be the Shop Manager, who will receive formal first aid training as soon as practicable during their tenure.
4. Because the shop is staffed by a large number of volunteers it will not be possible always to have a trained first aider on site. If one is not available when a medical event occurs:

Telephone for a doctor or ambulance as the situation demands. Summon a local first aider or the Shop Manager. Keep the patient as warm and comfortable as possible until qualified help arrives.