

WELCOME

Welcome to Mr. B's Crew! We are glad to have you here with us. The following information is to help prepare you for the event. It is a combination of many little things that add up to having a smooth working experience, as well as a pleasant time. Whether this is your first festival working as a vendor, or you are a seasoned veteran, having these guidelines will set you up for success.

The first thing that you can do is make sure that you yourself are ready for the weekend (as we are in the business of being prepared, it helps to practice what you preach).

ESSENTIALS TO PACK:

- **Bring your ID!!** You will not be able to get a wristband without it!
- Debit card/credit card and some cash
- Cell phone, charger and an external battery
- Trash/recycling bags
- Tent (Don't forget poles, stakes, and rainfly) – always double check your equipment, nothing is worse than showing up with a busted tent, popped air mattress, or a hammock with only one strap.
- Pillow
- Camp chair
- A tarp for under your tent
- Sunscreen & bug spray
- Ez-ups / canopies are great for the rain or blocking the sun.
- Rain gear / Boots and a good rain coat are crucial in times of inclement weather.
- Water/food/consumables – everything on site is going to be expensive. Plan some easy meals and snacks to save you time before shifts as well as money.
- Cooler (If there is a fridge on site, it is shared with the whole team so just be conscious of how much you need to refrigerate)
- If you smoke or vape, make sure you bring how much you'll need.
- Extra shoes (including flip flops or similar for showering)
- Air Mattress, sleeping bag, cot or other sleeping arrangements, good sleep is the best way to have a good weekend. Make sure you are comfortable!
- Hydration pack/day pack
- Lantern, flashlights & batteries
- Toiletries
- Fanny pack or similar for small necessities i.e., chapstick, eye drops, hand sanitizer, phone, wallet
- Extra socks

DESCRIPTION OF JOB TITLES

Sales Associate/Cashier:

- This is the first position you have at Mr. B's. It allows you to learn inventory, pricing, and the sales friendly culture we are looking for.
- If you don't know the price of something and cannot find it on the price list in a timely manner, ask for help. We all had to learn the prices over time and we know it's difficult, especially when the store is busy!
- Remember to offer similar alternatives to products we may not have and never tell the customer "No, we don't have that".

- When you have free time during your first shift, look over the price list to familiarize yourself.
- If you have any direct questions about your shift, ask your shift supervisor. Booth managers or Mr. B will rarely be available once the booths are built and the festival has begun

Shift Supervisor:

- Make sure your phone is charged and the walkie is turned up loud enough you can hear it. You are the communication line back to Brendan or the booth manager.
- Set a good example/ work ethic for new workers and cashiers.
- Be available and responsive to questions from sales associates/cashiers.
- You know the store better than cashiers, so you will take on more of the stocking/backstock responsibilities.
- If you are bouncing back and forth between multiple booths restocking, please take all precautions! This is the riskiest job we have and cannot be taken seriously enough.
- If one worker needs to stay late at the end of shift, this will fall on the shift supervisor.
- Following weather, fixing lighting, preparing for storms, and making sure the store is ready for rush is a critical task for the supervisor. (Booth manager also helps with this but may be off site)

Booth Manager(s):

- This is a job typically held by Mr. B Himself, However as we expand and the business needs to be in multiple locations in one weekend, other people will need to manage.
- Involves going off site to shop for items when stock is low. This is another task that requires serious planning and logistics. Be courteous to festival security and management when navigating these issues.
- Creating a schedule on time and in an effective/accurate manner.
- Having a charged cell phone or charged walkie at all times in case of emergency.
- Communicating and running cash drops effectively and safely!
- Dealing with staff issues in a kind/respectful style, that can lead to overall team positivity throughout the weekend.
- Leading the building of the booth and the tear down with pace and organizational techniques.
- Keeping track of hours of employees and the payroll specifics. Accurately paying employees post festival.
- Creating the logistical plans in regards to company travel. Finding places to eat before and after the show.

RULES AND REGULATIONS

DRESS CODE:

- Always have your Mr. B's t-shirt or hoody on at all times while working your shift in the booth. If this is your first show they will be provided at the beginning of the weekend.
- During the setting up of the booth and tearing it down you must wear closed toe shoes, or boots, no flips flops or sandals, this protects you from injury
- You can have face paint on, or goofy hats, anything that brings out your personality as long as it isn't offensive
- Overall, look presentable and maintain good hygiene.

SCHEDULE:

- Always pay attention to the schedule to make sure when you are working, it's imperative everyone shows up to their shifts on time. This means 10-15 minutes before scheduled time.
- The schedule will always be posted in the booth, and you will also receive a text message with your required times to be at work
- If you need coverage for a shift or would like to switch shifts with a coworker, make sure it is approved by Brendan.

DECORUM:

- Do not show up for your shift under the influence of any drugs or alcohol
- Respect your neighbors in the camping area (be mindful of the fact that some people have differing work/sleep schedules)
- No smoking behind the counter
- No unnecessary cell phone use while on shift

BREAKS:

- Bathroom breaks should try to be timed with staffing in mind
- Food breaks should be discussed with your shift supervisor so that they can make a similar determination based on times of higher or lower volume. It is recommended that you eat before your shift, and show up ready to work.

EMPLOYEE AREA:

- No one besides staff is allowed behind the booth/counter, this includes people cutting through.
- Maintain a clean and organized working environment
- Keep track of your personal belongings

As always, in addition to any rules outlined here, pay attention to any rules set by the festival, i.e., open fires, glass containers, pets, etc.

GLOSSARY OF COMMONLY USED TERMS

- **Spoilage Sheet** - This is the sheet where we mark down any products that are broken, damaged, open, expired, or that we ABSOLUTELY need for the store (ie paper towels).
This is not a list for anyone to take something they want and "spoil" it.
- **Table Risers** - PVC Pipes that we use to raise the table height
- **Shelf Risers** - Wire racks that we use on the front counter to raise the products up
- **Ball Bungees** - Bungees that have a ball on one side...used for many things around the booth
- **Clips** - Small metal clips (most have black or red rubber on one end)
- **Clamps** - Large metal clamps (these are larger and stronger than the metal clips)
- **Power Strips** - Surge protector electrical plugs with 6 plugs
- **Front of House** - area in front of the shelving units where the customers shop
- **Back of House** - area behind the shelving units where we store back stock
- **Low Inventory List** - List that gets created and added to by each shift as we run out of items.
- **Totes** - Three different color storage containers we use for inventory.

BOOTH OPERATIONS GUIDE


CUSTOMER SERVICE:

- **“Hello!”** - Greet every single person who comes into the store. Introduce yourself, make them feel welcome. This creates a welcoming environment, but also lets people know we see them in our store.
- **“YES”** - We're in the "yes" business...we provide solutions as best we can. “No” is an unacceptable answer to the customer. If someone asks for something we don't carry, try to offer an alternative. ("Do you have butter?" "We have cooking spray and olive oil, and it's over on that shelf right there.") If the alternative option(s) aren't sufficient, offer to add their name, number, and product request(s) to the Request Sheet. If it is something like butter or milk (think things that will spoil, kindly explain we have no way to keep such items fresh). So if it isn't an option ...help them understand why. Use your imagination...what is another way to say “no” without saying “no”?
- Be friendly, and always say “thank you” to everyone. Let them know that we're open 24 hours a day in case they need anything else from us.
- Smile and ask customers if they found everything they were looking for.
- **Customer Questions** - Don't know the answer?: “Let me find out”.
- **Customer Issues** - The customer may “always be right” but not if they are creating an unfriendly, hostile, unsafe environment, whether it be for staff or another shopper. The General Store is our house and if someone makes themselves unwelcome, we reserve every right to ask them to leave. We are a team and should always have each other's backs; if you are uncomfortable confronting someone, get a Team Lead and they will dissolve the situation.

DAILY OPERATIONS

CUSTOMER TRANSACTIONS:

- If it's a festival where we accept cash, it helps to leave the money the customer gave you on top the drawer while counting change to ensure you or the customer won't forget what denomination was given.
- Counting change back to the customer helps ensure you haven't made a mistake.
- For large bills (50s & 100s) use a marker to verify that it is not counterfeit.
- Be aware of change amounts, notify your team lead if you are running low on 1s, 5s, or 10s. You should never use money from the tip jar to make change.
- Use Square Terminals for all NON-CASH transactions (Credit/Debit Card, Apple Pay, Google Pay, etc.). You WILL receive training on how to use the Square Terminal before your first shift
- **Refunds/Exchanges** - We do not offer refunds...only Team Leads can approve a merchandise credit/even exchange
- **UPSELL** - We offer tons of deals if you buy multiple items, tell people if their item is applicable for a “twofer deal”. Also upsell related products, if they are getting a toothbrush make sure they have toothpaste! Buying a towel for the shower? Make sure you have soap and shower shoes!
- **Request Sheet** -
 - Add their name, phone number, and product request(s) to the list
 - If it is a unique item or especially an expensive item, ask for a deposit.
 - Once a product arrives on site, use the booth phone to call or text the person and let them know which booth it can be picked up from. Indicate on the request list that the person has been contacted.

- Keep the product(s) together in the "Request Tote"
- When the customer picks up the product, cross their name and request off the list
- If they haven't picked it up by the following day, reach out to them again.
- Any items that haven't been picked up at the end of the weekend need to be given to Brendan so they can be returned or added to store inventory.
- **Spoilage List** - this list is for items that are broken, destroyed, or things we ABSOLUTELY need for the store (i.e., paper towels). This is not a list for anyone to take something they want and "spoil" it.
- **Front Counter Booth Supplies** - The GREEN TOTES labeled "Booth Supplies" contain the various supplies and personal items for the staff to use while on shift. Things like: hand sanitizer, WD-40, charging supplies (cords, blocks, ect), trash and recycling bags, notebooks, pens/sharpeners, tip jar, paper towels, band aids/first aid kits, the list goes on. Before you spoil from the store, look here, what you want may already be opened. Keep this tote accessible and as with everything, please do your best to keep it organized.
- **Always store totes and other merch on top of pallets/raised off the ground** - This means during setup, during the event, and during breakdown. Do not place totes directly onto the ground. Especially, do not place anything in a cardboard box directly on the ground!
- **Stay Clean & Organized** - It is important to keep the booth as clean as possible inside and out, of small trash and litter. If there is trash on the ground (regardless of who put it there) it is YOUR responsibility to pick it up and dispose of it properly.
- **Stay Dry** - Always be mindful of how and where things can get wet or muddy. Rain, puddles, morning dew, and water pooling up on the roof or anywhere in the booth has the potential to ruin the merchandise we sell, so please think in advance to prevent issues.
- **Doppler Radar** - If your phone has a weather app, please use it to keep an eye on any inclement weather that may be heading to site. Team Leaders will do their best to alert the Crew to any potential weather issues, but it is YOUR responsibility to be in the know.
- **Backstock Totes** - Label backstock totes with what is in them
 - Use white address labels
 - ONE item per label
 - ONLY use black sharpie
 - Colored duct tape totes need no labels
 - REREAD THIS SECTION 
- **Chocolate coolers** -
 - Items needed: Ice, Shelf risers, trash bags, then chocolate (in boxes)
 - We place trash bags over the shelf risers to keep the chocolate from getting wet as the ice melts.
 - The ice is so the chocolate doesn't melt in the heat.
 - Use the thin trash bags we sell in the store to cover the shelf risers - please DO NOT use the large thick trash bags we have for our own trash/recycling making/collecting.
 - The green tote labeled "Front Counter Booth Supplies" is where you can find these thinner trash bags - they will typically be in a cardboard box. If (and only if) there are none in the tote then, pull a box from our store inventory and place on the "SPOIL" list
- **Task Sheet** -
 - Also know where your shift task sheet is during your shift to make sure you are keeping up with your responsibilities.

TOBACCO / VAPE SALES:

- The most important thing you have to remember when selling tobacco products is, DO NOT sell to ANYONE that is under the age of 21. Legal age to purchase tobacco no longer varies state to state.

- You must card everyone, there could be a secret shopper or someone from the festival sent in to make sure we are checking IDs.
- The age requirement for tobacco still applies for wraps, dutches, etc.
- Make sure that you are restocking cigarettes often and frequently because they sell a lot and fast
- Same goes for the elf bars and the drag bars, make sure you are restocking as frequently as possible
- When stocking the tobacco products, as with any of our other products, make sure they are front facing in display cases so customers can see the variety and different flavors that we have. A sign with the variety we are carrying can be made from the front of the cartons
- Do not hand someone any tobacco products until you have obtained their ID and their money, this helps protect the store from someone running off with the tobacco products
- There is a discount for crew members on cigarettes, it varies from event to event so ask Brendan in the beginning. Some vendors and festival workers may also receive it as well. However, don't give any deals to anyone that just claims there is an arrangement, as always, check with Brendan!

BOOTH MUSIC:

- Play music loud enough for people to hear when around/in front of the booth, but not too loud where it annoys campers, the festival staff, or our other neighbors...be mindful of the time of day and be respectful of others.
- Have the speaker facing outwards and pointed away from other Mr. B's Staff...we need to make sure we can hear the customers, and they can hear us without shouting.
- Cater the musical playlists to the audience of the festival we're currently at (don't play country music at an EDM show and vice versa).
- Don't play anything too abrasive or uninviting. (dubstep, hardcore/heavy metal, stuff with a ton of swears in it, etc.)
- Sometimes a song or playlist ends, and the DJ forgets to keep music playing. Avoid this!
- Our goal is to create a fun, chill, and welcoming vibe 95% of the time...during "blowouts" we may want to choose something that's more familiar/recognizable and will get people dancing & grooving so they want to stop in the booth...but the rest of the time it should be music that EVERYONE (including us) loves.
- When in doubt, funk it out!
- Safe bets: Michael Jackson, Lettuce, Gramatik, James Brown, Stevie Wonder, 90's Pop/Hip Hop, Bob Marley, FKJ, Thievery Corporation, Flamingosis, Classic Rock, Michael McDonald, etc.

ICE CREAM FREEZER:

- At the beginning of your shift, and various times throughout the day, please check to make sure that the ice cream freezer is on, and replenish stock as needed. When restocking, please keep the lid closed in between to keep the rest of the inventory from melting.

RADIO ETIQUETTE:

- No swearing on the walkie talkies. We aren't the only ones using the walkie talkies and they can get taken away from us because of the use of vulgar language
- Always say "over" when you are done speaking, if you are waiting for someone to speak say "go ahead". If you are unclear about the message, "come again".
- Do not play any music over the walkie talkies, this is an FCC violation and we can lose our walkie talkie privileges and/or be fined.
- Make sure that your walkie talkies are fully charged

- Don't respond if you're not sure that the message is for you
- Never transmit sensitive or confidential information
- Perform radio checks to make sure that your radio is in good working condition
- Keep volume high enough so that you can hear calls coming in
- Memorize call signs of the people you are communicating with, because you shouldn't use your actual name while using the walkie talkie
- **4 golden rules of for radio communication**
 1. **Clarity**- Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout
 2. **Simplicity**- Keep your message simple enough for intended listeners to understand
 3. **Brevity**- Be precise and to the point
 4. **Security**- Do not transmit confidential information on a radio unless you know the proper security technology is in place, Remember frequencies are shared, you do not have exclusive use of the frequency

GOLF CART/UTILITY VEHICLES:

- Golf Carts are a **PRIVILEGE** not a right...if we do anything wrong, that privilege gets taken away and makes our jobs much harder.
- Pedestrians **ALWAYS** have the right of way. Even if that means waiting for a crowd of people to pass. When coming around curves/blind spots slow down. If possible give a light tap of the horn if there is one. People walking are mostly unaware of vehicles even if they are on a road.
- Stay on designated cart paths **ONLY**
- **DO NOT SPEED!!** Drive even slower than you think you should.
- No driving under the influence of drugs or alcohol
- Remove the key when getting out of the vehicle, unless there is another staff member in the cart. Even if you are stepping 5 steps away. This is a universal rule of festivals. You don't wanna be the person who had their vehicle stolen by a patron.
- Refill the fuel when below $\frac{1}{4}$ tank:
 - Make sure you are fueling up with the proper fuel...Gasoline for Gas Powered...Diesel for Diesel Powered
 - Refuel during designated Refueling Hours

FAQ

PAYROLL:

- Make sure to fill out all the proper tax forms and make sure that Brendan receives them
- Keep track of your hours
- Direct Deposit is also available, or you can get the checks mailed to you
- Payroll is biweekly
- Tips are calculated based on hours and divided at the end of the festival.

TABS / I.O.U.'s: - There are **NO TABS**, unless pre-authorized by Brendan and only Brendan. This applies to Mr. B's Employees, Festival Employees, other vendors and their employees, and of course patrons.

EMPLOYEE DISCOUNT: - We are happy to extend an employee discount to everyone on staff for most items in inventory...please ask Mr. B if available, if not, a team leader.

THINGS TO REMEMBER

- Know the daily schedule. The rushes of customers will coincide with when a performance has just ended or before it's going to begin. Also, booth music shouldn't compete with the artist if the location of the booth is near the stage.
- Be mindful of where you are leaving things behind the booth, i.e., do not leave ladders or hand trucks out of sight where they might end up lost or stolen. Additionally, we want to make sure we aren't obstructing our neighbors' paths.
- **Theft / Shoplifting** - Stay alert! Unfortunately, people steal. Be aware of areas in the store that are low visibility from the front counter and keep a closer eye on that spot as needed. If you do see someone steal, quickly confront them, but let a Team Lead handle the situation from there.
- Know the location of the medical tents and how to radio in an emergency if need be.
- Familiarize yourself with the festival grounds. Learn where the stages, bathrooms, lost & found, and food vendors are.

FIRE/EMERGENCY SITUATION

- In ANY emergency situation like a fire, active shooter, weather event, etc. We ask that you stay calm, and exit to a safe area with other patrons and workers of the festival. If it is something that you can prepare for like a weather event, please take the registers and card readers with you for the safety of the business.

SETUP/BREAKDOWN GUIDE

Part I: Building the Store

Contents

Section 1: Loadout

Section 2: Store Skeleton

Section 3: Electric

Section 4: Signage

Section 5: Merch and display

Section 6: Moonmats and Mystery Fun Bags

Pt 1, Section 1: Loadout

Checklist

- Ice cream freezer

- Green totes
- Grid wall bases
- Grid walls
- Toolboxes/tool buckets
- Lights
- Shelves
- Tables
- Pallets
- Signage
- Wackys
- Fans
- Chocolate and drink coolers
- Speaker
- Tapestries
- Cash drawers
- Blue and gray totes
- Black totes and open merch (sleeping bags, paper towels, etc)
- Mystery Fun Bags

INSTRUCTIONS:

- **Ice Cream Freezer**
 - Plugging the freezer in is a high priority for obvious reasons, it should be the first thing we do once we have electricity to the booth.
 - This needs to be plugged into its OWN extension cord/power box so that it doesn't get unplugged or turned off when we turn off lights, fans, or other items around the booth.
- **Pallets**
 - Lay pallets out to define back of house. This is where we will keep the majority of our backstock items that we need to access throughout the day. Do not set merchandise totes and supplies on the ground, especially in bad weather.
- **Tables**
 - Set up merchandise tables in proper orientation and size to define the front of the house.
- **Grid Wall Bases**
 - Unwrap the grid wall bases and be sure to count enough for each store. Check for the long ones with missing pegs, those are used for Moonmats.
- **Grid Walls**
 - Unload grid walls off the truck.
 - Do not carry more than 2 grids at a time, so as to not pinch fingers.
- **Green totes**
 - Lay out the green totes on pallets and open them for convenient access. Do not stack them.
- **Toolboxes/buckets**
 - Make sure every store has a toolbox and bucket with Allen wrenches. Avoid any stripped screws and make sure each screw set contains a bolt and a washer. Do NOT throw screws and clips on the ground.
- **Speaker**
 - Set it up and plug it in. Music makes it happen!!!!

Pt I, Section 2: Store Skeleton

- Begin building shelving units.
- Keep a clear pathway to avoid anyone getting injured
- **Shelves**
 - Each complete shelf requires one finished base (one long piece with two short pieces, one on each end), 4 grid walls, 10 screw sets, and 5 black clips.
- **Shelf Base**
 - Use an Allen wrench to remove the screws from the ends of the long pieces. Attach the short pieces to each end using the same screws. Make sure all the “pegs” are facing the same direction and complete each base entirely before moving on to the next one.
- **Side Panels**
 - This is a two person job. Have one person hold a gridwall panel upright in between the two pegs on one end of the base with the vertical bars facing inwards. While one person holds it in place, the other person will insert the screws through the holes on the base and gridwall. Attach the washer and bolts on the inside. Use a wrench and screwdriver to tighten each of the four screw sets and repeat on the other side.
- **Back Panels**
 - Have one person hold two gridwall panels side by side, in between and perpendicular to the side panels with the horizontal bars facing the “front”. Attach the back panels together using two screw sets through the peg in the middle of the base. Attach 3 black clips four squares down from the top in between each panel and 2 more in between the side and back panels 4 squares up from the bottom. The black clips need to be screwed in from the front. (horizontal bars)
- **Shelf Walls**
 - All shelves get one large wooden shelf on the bottom. Shelf arms are located in the green totes and divided by size. Place 3 long shelf arms on the bottoms of each finished shelf; one in the middle, and one on each corner.
 - Smaller wooden shelves for the higher levels will go with the short arms.
 - Each shelf wall might be set up differently. This will be dictated by the planograms. Refer to these carefully when setting up the store.
 - Hang, using red clips, colored sheets/tapestries as background for shelves
- **Shelf Hooks and Baskets**
 - Hooks and baskets will be placed according to the planograms. It’s easiest to put the merch on the hooks and in the baskets before attaching them to the panels, just be mindful of the placement.
- **Shelf Placement**
 - Depending on the size of the booth, the shelves will be placed in a large “L” formation, leveled with wooden shims, and connected with the black clips.
- **Front Counter and Center Tables**
 - Each store gets 3 tables for the front counter and 1-2 center tables for display. The tables have to be leveled using the table risers and the merch is displayed using shelf risers.
- **Table Risers**
 - We use different lengths of PVC pipe to raise and level all tables in the booth. They can be found in the green tote labeled Table Risers. With two or more people, have one person raise one end of the table while another person inserts the legs of the table into appropriately sized and matching risers. You may have to experiment a bit to find the best length, but the table should be level.
- **Shelf Risers**
 - We use these wire racks on the front counter to raise the products up on different levels.

- **Behind the counter**
 - Hang one gridwall panel sideways behind the register for Mr B's bags, offer them to customers buying more than 20\$ worth of products or if they have a bunch of items. Help them load the bag by holding it open! People love a little assistance 😊 Unless it is a "clear bag only" festival.
- **Build fun glasses merchandiser**

Pt I, Section 3: Electrical

- Plug in the ice cream freezer ASAP. (It gets its own extension cord, nothing else is plugged into that line.)
- Hook up block rocker/speaker.
- Have two or more power strips wired under the front tables, to make charging convenient.
- Use ball bungees to keep extension cord plug-ends off the ground so they never get wet or sit in a puddle of water if/when it rains.
- When setting up lights, make sure they are spaced out appropriately. We want the store to be well lit and inviting.

Pt I, Section 4: Signage

- Assemble a small team of 3 for putting up the booth sign. The pipes need to be assembled properly, usually a booth manager/shift supervisor is present to help, but colored duct tape is used to separate each full set. WD-40 is often used to make putting the pipes together easier. The sign goes face down (trying to keep it as clean and away from excessive dirt as possible), this way it is facing the right direction when we lift it up. Use ball bungees to secure the top of the sign to the poles, make sure to double wrap the top and have all balls on the back of the sign. Ball bungee the sides also but only single wrap them. Attach bottoms as well, if you can't attach the bottoms to the tent use railroad spikes to create an attachment point.

Pt I, Section 5: Merch and Display

Totes:

- Gray and blue totes = Merchandise
- Totes with piece of colored duct tape = full store set up
- Totes labeled "MFB" w/ an orange piece of duct tape = mystery fun bag supplies
- Green totes = Build supplies
- Green totes (Large) = Specific to larger build supplies
- Black totes = Block rocker or extra inventory of blankets/tents
- Red totes = Cigarettes (Keep tote closed or covered as often as possible)

ONLY ONE PRODUCT PER ADDRESS LABEL...PEEL OFF OLD LABELS PRIOR TO PUTTING NEW ONES ON

****When stacking empty totes, please keep them separated by color and size****

If totes are dirty, please wipe them out before putting merchandise in there. If they are in really bad shape, please keep them separated, and use a different tote instead

- Using the duct tape color-coded system of blue and gray merchandise totes and the provided planograms assemble the merchandise onto the shelving units. (Each festival will be assigned a color duct tape prior to our arrival, the colored duct tape signifies a complete bin ready to go on a shelf).
- Set up the front counter tables neatly with clean bedsheets of one basic color, add table risers instructed by the planogram. (Shelf risers should also be covered by the sheet)
- With the help of a shift leader, begin designating areas of back stock, for example, under the front counter tables you can put front counter supplies. (These will need to be kept dry and off the ground using palettes or other designated boards)
- Make sure to plan ahead, setting things up right the first time takes less time than doing it fast but then having to redo it, i.e., sunscreen and aloe backstock should be easily accessible for refilling shelves.
- Set up a shower curtain wall (located in a green tote) to cover the candy table in case of rain. Use ball bungees to secure.
- When stocking shelves make sure to "face" all products this means they all face the front, so once one is purchased the next appears the same way.
- Make sure all products are clean, if they aren't, clean them! If they are broken or damaged check with management before throwing it away then mark it on the spoilage list.
- Merchandize table island using planograms.
- Label all items with prices, make sure the price written on index card matches the price on our universal price sheet

Part II: Deconstruction the Store

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Section 2: Deconstructing Skeleton

Section 3: Front Counter

Section 4: Load In

Conclusion of instructional handbook here