EMPLOYEE (print name)	DATE
TRAINER (print name)	DATE
DAY 1 INITIAL HIRE	
Mgr. Emp.	
1. Clock-in procedure	
	ok, everything completed in TalentReef as well as Comdata consent form.
3. ABC Laws, I.D. handbook, I.D. Calendar, ABC sh	nift checklist, ABC I.D. badge, ABC Procedures and sales legal age 21, tobacco and
e-cigs legal age 21, lottery, lighters, and CBD legal	l age 18, firework legal age 16,
4. Watch Day 1 Training videos: Be Our Guest, Alcol	
WHERE TO GO FOR HELP	
1. Chain of command (7 days each level)	
a. Manager	
b. District Manager	
c. Director of Operations - David Murphy	
d. Elizabeth Gladson - Owner/Director of Human	Resources
2. Assistant Manager	
3. Director of Human Resources/Owner – Elizabeth	h Gladson
4. Director of Marketing – Owner/David Jordan	
5. Hottie's Kitchen Supervisor- Sonya Crocker	
6. Food Service Director – Mickey Shaine	
7. Maintenance	
8. Out of Gas	
9. Pumps out of order	
STORE OPERATIONS	
	name tag, Sweaters and Coats not allowed at sales area.
2. Familiarize with entire store layout and storage.	
	D. and check Company Gas Charge list in Reference book)
SECURITY 4. Class C, DHEC Operator Training completed and	book signed/emergency gas shut off location.
**************************************	t Managers, Director of Operations and Security watch.
2. Office and stockroom locked, during banking empl	
3. Robbery Procedures, Panic Alarm button use and l	
4. Employee purchases – paid at that time and keep re	
5. Trash take out procedures – no trash taken out after	
6. No free merchandise from vendors.	: and another procedure.
7. Check parking lot for illegal activities, safety hazar	rds or any other unusual activity.
8. Cash shortages, employee is responsible/shortages	
9. A-Team, Audit investigation	7.1 7. 1. 1. 1. 1. 1. 1. 1. 1



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	on:
Discussed	
ABC Checklist, laws, badg	e and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Servi	ce.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler. No Holes Policy.	

EMPLOYEE (print name)	DATE
TRAINER (print name)	DATE
DAY 2	
Cooler Training	
Train. Emp.	
1. Watch day 2 videos	
2. No holes policy	
3. Cooler stocked from front to back with correct pro	ducts in labeled glides when available
4. If the correct product is not available, you must fill	the hole with the product directly next to the item
5. Backstock Organization- Full cases on the bottom,	any mixed cases on the top
6. Do not mix cases in the glides of the cooler	
7. Facing all products in the cooler	
8. Money order procedures – accept cash payment on	dy/live void procedure/refunds/Anti-money Laundering training.
9. Prepaid phone card/credit card/gift certificates proce	edures. (Cash only, No info over the phone instructions/no sales on 12-8)
EQUIPMENT AND MAINTENANCE	
1. Check the cooler temperature is below 43 degrees	
2. Check overhead lights and report to management i	if any bulbs are needed
3. Check and change light bulbs in the cooler doors	
4. Check and clean under shelves, especially the mill	k door
5. Wipe down walls	
6. Sweep and mop the floor	
7. Break down all boxes, remove the plastic from car	dboard and place the boxes in recycling bin (if available)
8. A cashier must verify trash before you take it to th	e containers
9. Clean the glass on the cooler doors	



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	n:
Discussed	
ABC Checklist, laws, badge	and consequences.
	Transactions over the telephone.
7 Steps of Customer Service	
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

DAY3 Side Work Training Train. Emp. 1. Watch day 3 videos 2. Greeting customers with a smile while you are working on the floor 3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
Side Work Training Train. Emp. 1. Watch day 3 videos 2. Greeting customers with a smile while you are working on the floor 3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe odwn and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
Train. Emp. 1. Watch day 3 videos 2. Greeting customers with a smile while you are working on the floor 3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
1. Watch day 3 videos 2. Greeting customers with a smile while you are working on the floor 3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
2. Greeting customers with a smile while you are working on the floor 3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
3. Sweep the Store 4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
4. Make fresh mop water and verify that the mop head is clean and smells good 5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
5. Wipe down counters throughout the deli and register areas 6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
6. Wipe out and empty all drip trays 7. Wipe the tops of the machines in the deli area 8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
8. Wipe down and dust the tops of displays, coolers, shelves 9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
9. Clean a 4 ft shelf-check the dates on product, pull off the shelf and clean the product and the shelf thoroughly. Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
Pull backstock for the shelf. Front and face the shelf. 10. Wipe Front doors and windows 11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
11. Clean restrooms and stock supplies and sign off on the restroom cleaning log hourly 12. Spot sweep and pick up trash in the parking lot and grass area 13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
13. Wipe the windowsills 14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
14. Vacuum or sweep the rugs 15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
15. Front and Face shelves 16. Bag ice until the merchandiser is full, leave some space around the fan 17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
17. Clean the glass on the cooler doors 18. Stock all cigarettes and tobacco behind the counter
18. Stock all cigarettes and tobacco behind the counter
19. Verify that we have no holes in the cooler and fill the cooler if necessary (per cooler training list)
20. During slow periods, pull out displays and sweep and mop behind them
21. Stock and coolers on the floor with drinks
22. Empty all inside trash cans. Take out before it gets dark.
23. Stock cups, lids, condiments, sandwiches, and other items needed in the snack center
24. Parking lot-Clean the pumps, including the pumps, handles, hoses, nozzles, face, top and valances. Remove stickers and/or graffiti,
clean and empty trashcans, stocking paper towels, windshield wash, squeegees and pump credit card paper.
25. Cleaning and restocking Trucker showers.
26. Shift assignments and shelf assignments
27. Cell - Use of personal cell phones are prohibited during standard working hours. Personal calls or text messages must be handled on
personal time. If you have an emergency situation, please alert your Store Manager. The store phone may be used for emergencies only
28. Smoking policy (Limit 3 times per shift or once every two hours)
29. Sticking tanks – gas and water check.
30. Ring Beer



Date:	
Employee Name:	
Trainee comments from Discuss	ion:
Trainer comments from Discussi	on:
Discussed	
ABC Checklist, laws, badg	ge and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Serv	ice.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

	I RAINING CHECK LIST	
EMPL(DYEE (print name) DATE	_
TRAIN	ER (print name) DATE	
D 1 37 4		
DAY 4	Durferent G. A. T. C.	
	Bar/Snack Center Training	
Train.		
-	1. Watch day 4 videos before training begins	
	2. Clean Coffee Urns-1-2 per day during non-peak times	
	3. Cappuccino machines-clean and stocked-1 at a time, never have more than 1 in cleaning at once 4. Roller Grill-cleaned and stocked, check temperatures	
	5. Crock Pot Chili-stir regularly and change every 4 hours, check temperature	
	6. Wipe out and empty all drip trays	
	7. Chili and Cheese machines-in/out dates on bags-7 days	
	8. Condiment Trays/stand	
	9. Liquid Creamer Machine	
	10. Cream and Sugar Machine	
	11. Fountain nozzles	
	12. Frazil Machines clean weekly, stock daily	
	13. Stock cups and lids	
	14. Make Hot Dog Buns	
	15. Stock Condiments and coffee supplies neatly with labels all facing the same direction	
	16. Wipe Tops of machines and other equipment regularly	
	17. 3 Compartment Sink correctly set up	
	18. Sterilized water and rags correctly set up	
	19. Clean Microwave	
	20. Wash Dishes	
	21. Stock Sandwich Box	
	22. Stock warmer	
	23. Stock F'real Cooler, clean the glass, wipe off the top	
	24. Tea Urns cleaned and refilled	
	25. Stock Meats in grill area-date for 7 days	
	26. Iced Coffee Machine cleaned and refilled as needed	
	27. Clean and organize the cabinets under the deli area	
	28. Peanut Pots cleaned and refilled	
	29. Clean the Under the counter fridge	
	30. Clean filters and coils in the Sandwich box, the Frazil filter, the top above the fountain drink machine	
	31. Restock soap and paper towels at the hand sink	
	32. Clean the kitchen at the end of the day, sweep and mop the area	
	33. Sweep and mop the deli area twice per shift or as needed	



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	on:
Discussed	
ABC Checklist, laws, badge	e and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Servi	
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE ((print name)	DATE
TRAINER (pr	rint name)	DATE
DAY 5		
STORE OPER	ATIONS	
Train. Emp.		
	1. Shift change procedures and closes,	verifying register drawers, coin dispensers, safe and lottery.
	2. Greeting customers/servicing custom	ners/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the
	phone.	
		- Courteous/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE
	NUMBERS.	
	4. PLU Price book, Refill policy, Item	Verification, Pricing labels.
	5. Cash register operations.	
	6. Sign ABC checklist	
	7. Check accepting procedures.	and a second of the second of
	8. Credit card procedures – no force thi	roughs, no cash advances with the exception of Trucking locations with Comdata. sh payment only/live void procedure/refunds/Anti-money Laundering training.
		so payment only live void procedure/retunds/Anti-money Laundering training. Pertificates procedures. (Cash only and No info over the phone instructions/no sales on 12-8)
	11 Rewards Card procedures/every cust	tomer must be asked/benefits/cannot use your card for any other purchases other than your
	own/must verify customer information	
		:: Cash Only, North Carolina: Cash and Debit
	13. Paid outs for office, cleaning, mainte	enance supplies (Never make a paid out to anyone not authorized by Management)
	14. Voids/Over rings/refunds/error corre	
	15. Vendor coupons.	
	16. Food stamp laws/procedures	
	17. Hot Spot cooler refill policy.	
	18. Fireworks– employee discounts.	
		and lighters/State laws, local laws and policies.
	20. Loomis Safe Training	
	21. Trendar/Cat Scales Training	
	22. Company gas charges procedure. (M	fust check I.D. and check Company Gas Charge list in Reference book)
	never out of any product/temperature	area equipment cleaning and stocking/importance of cleaning/Health Department Regulations
	24 Parking lot number tracheans windo	ows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit
	card paper.	ws, doors cleaning and stocking paper towers, windshield wash, squeegees and pullip credit
	25. Cleaning and restocking Trucker sho	owers.
	26. Shift assignments, shelf assignments	s, common areas - sales area, snack center, parking lot and restrooms (restroom monitoring logs
	signed)	, , , , , , , , , , , , , , , , , , , ,
	27. Cell - Use of personal cell phones ar	e prohibited during standard working hours. Personal calls or text messages must be handled on
	personal time. If you have an emerge	ency situation, please alert your Store Manager. The store phone may be used for emergencies only
	28. Smoking policy (Limit 3 times per sl	
	29. Sticking tanks – gas and water check	c.
	30. Vendor log, stock control sheet (Gre	en notebook) receiving, vendor check in – Must be certified before checking vendors in.
		ry delivery must be stocked within 24 hours/Merchandising and Marketing Manual.
	32. Price changes, labels, mark up/down 33. Damaged or spoiled merchandise cre	
	34. Beer ringing procedures.	suits and write oils.
FOLIPMENT	34. Beef ringing procedures. AND BUILDING	
EQUI MENT P	1. Lights – inside and outside switches.	
	2. Fire extinguisher locations.	
	3. Breaker box locations / thermostat lo	ocation.
		ocation. Emergency Numbers, Management numbers
	(Burgundy Book), reset switches, cor	
	5. Equipment not working, Maintenanc	e and repairs.
	6. Monthly Store Inspections	
	7. Gas Veeder Root location and print of	
	8. Power failure/Emergency Procedures	S,
SECURITY	1.0.1.112/1	d _ (000 det (10 0) 110 (000 and 110 (0 0) =1 110 (0 0)
	1. Cash nandling/drop amounts no more	e than \$20 1 st (12-8) shift, \$80 2 nd shift (8-4) & 3 rd shift (4-12). Shift/register levels \$30 or less 1 st
		00 3 rd (4-12). /cash control/safe loans.
	2. Store keys location.3. Accidents – employee/customer/prop	north domago or logg
	4 Fundamental and a state of the state of th	me and keep receipt/ your own cup free refills
	5. Trash take out procedures - no trash	taken out after dark/trash checking procedure.
	6. No free merchandise from vendors	mazon our areas authoritable encoking procedure.

7. Check parking lot for illegal activities, safety hazards or any other unusual activity.

Initial Employee Hiring Certification Test

Make sure that each employee understands all below, if they do not understand, explain it to them in detail until they understand.

	Clock-in and Out Procedures
_	Are you allowed to work without being clocked in? Yes No
2.	New Hire Paperwork and Training
	c. Watched 1st day Training videos: Be Our Guest, Alcohol, Tobacco, and Safety? YesNo
	d. Passed 1st day training video tests? YesNo
	e. Comdata card issued? YesNo
	f. Yellow ABC I.D. badge issued? Yes No
3.	Our company requires you to check ID for alcohol if they look under the age of what?
	(Circle one)
	a. 21 years old
	b. 25 years old
	c. 30 years old
	d. 35 years old
4.	Energy Drinks with alcohol, requires you to check ID if they look under the age of what?
	(Circle one)
	a. 18 years old
	b. 21 years old
	c. 30 years old
	d. 35 years old
5.	Tobacco products, requires you to check ID if they look under the age of what?
	(Circle one)
	a. 18 years old
	b. 21 years old
	c. 27 years old
_	d. 35 years old
6.	What are the steps in checking ID if a person looked under 35 years old for alcohol?
	(Circle all that apply)
	a. Look at their I.D. in their wallet.
	b. Have the customer take the I.D. out of the wallet. c. Feel the I.D. for alterations.
	d. Make sure person on the license is the person standing in front of you.
	e. Check expiration date, if expired do not sell. f. Swipe or scan I.D. at the register.
7.	g. Make sure writing is on the back and not blank. If you have already shoeled their ID and they are ald anarch, but look and at 25 and they are all the look and their in the same has been all the same and they are all the same and they are all the same and they are all the same and the sa
/-	If you have already checked their ID and they are old enough, but look under 35 and they come back to the store an hour later, what do you do?
	(Circle one)
	a. Sell to them since you've checked the I.D.
	b. Have the other employee check the I.D.
	c. Check the I.D. again before you sell.
8	If they are intoxicated, what do you do?
0.	(Circle one)
	a. Ask another employee.
	b. Ask the customer if he is driving, if no sell to them.
_	c. Refuse to sell.
1-5°	If they were from another state, how would you know what that state ID looked like?
	(Circle one)
	a. Ask the customer.
	h Ask another employee

	c. Look in the i.D. Handbook and then follow the same steps for checking I.D.	
10.	0. The yellow ABC I.D. badge, what does that mean?	
	(Circle one)	
	a. What company you work for.	
	b. Let's customers know your name.	
	c. Let's customers know your name.	
V		
\ <u> </u>	e. To make sure that you are checking I.D.'s under 35 years old by rewarding customers if they see	you not
. 11	checking.	
11.	1. If the customer is 16 years old after I.D. is checked, what products can you buy?	
	(Circle one)	
	a. Fireworks.	
	b. Matches and lighters.	
	c. Any other tobacco products, such as Skoal, Levi Garret.	
	d. Rolling papers.	
	e. Energy pills.	
	f. Lottery – purchase or cashing in.	
	g. Alcohol	
	h. CBD products	
	i. E-cigarette and vapes	
12.	2. If the customer is 18 years old after I.D. is checked, what products can you buy?	
	(Circle all that apply)	
	a. Fireworks.	
	b. Matches and lighters.	
	c. Any other tobacco products, such as Skoal, Levi Garret.	
	d. Rolling papers.	
	e. Energy pills.	
	f. Lottery – purchase or cashing in.	
	g. Alcohol	
`	h. CBD products	
·	i. E-cigarette and vapes	
13.	3. If the customer is 21 years old after I.D. is checked, what products can you buy?	
	(Circle all that apply)	
	a. Fireworks.	
	b. Matches and lighters.	
	c. Any other tobacco products, such as Skoal, Levi Garret.	
	d. Rolling papers.	
	e. Energy pills.	
	f. Lottery – purchase or cashing in.	
	g. Alcohol	
	h_ CBD products	
	i. E-cigarette and vapes	
14.	4. In NC all prepaid cards and lottery transactions can be purchased with?	
	(Circle one)	
	a. Cash only.	
	b. Cash and checks.	
	c. Credit cards.	
	d. Cash and debit cards.	
	5. In SC all prepaid cards and lottery transactions can be purchased with?	
	(Circle one)	
,	a. Cash only.	
	b. Cash and checks.	
	c. Credit cards.	
	d. Cash, checks and debit cards.	
	Con you do on this a second of the	
17.	. <u>Can you do anything over the phone pertaining Prepaid Cards.</u> Yes No Prepaid cards, lottery and money orders can be purchased by the employee while on the clock?	
	and money of dels can be purchased by the employee while on the clock?	, =

Y es No	
18. Money Order Sales/Anti-Money Launder	ing Compliance. Suspicious Activity Report must be filed
within 30 days if the customers purchases \$? (including fees) or more in one day.
(Circle one)	(merading rees) or more in one day.
a. \$1000 - \$1999	
b. \$2000 - \$2999	
c. \$3000 - \$9999	
d. \$4000 - \$9999	
19. How much money is allowed in the registe	r on each shift? Also, the change bag should be tied at all times.
(Circle one for each shift)	on each shift: Also, the change day should be fied at all times.
12 to 8 Shift a. \$30 b. \$60 c. \$100	
8 to 4 Shift a. \$100 b. \$150 c. \$175	
4 to 12 Shift a. \$100 b. \$150 c. \$175	
20. Drops should be made frequently, but dro	ps should not be more than \$? unless it is a large bill,
money order or a diesel sale? If the safe he	ecomes inoperable, refer to the inoperable safe policy for
correct procedures.	somes moperable, refer to the moperable safe policy for
(Circle One)	
a. \$80	
b. \$120	
c. \$180	
21. What is the procedure for purchase of men	chandise you consume?
(Circle one)	- Samuel of the consume.
a. Have another employee ring it up.	
b. You can ring it up yourself.	
c. Wait until the end of the shift and ring it up	o vourself
d. Ring it up yourself at the time you get it w	hile talking to the camera and showing the camera everything you
are doing and save the receipt.	and the camera and showing the camera everything you
e. Fill out your consumption log and attach the	ne receipt to the log
?. What is the procedure for purchase of mer	chandise you want to take home?
(Circle all that apply)	The state of the state at the s
a. Ring it up yourself and put the merchandisc	e and receipt in a bag until you clock out
b. Have another employee ring it up and put t	he merchandise and receipt in a bag until you clock out.
c. Wait until you clock out and go through the	e line the same as a customer
23. Full, clean uniform must be worn before cl	ocking in and while on the clock.
(Circle all that apply)	
a. White shirt.	
b. Hot Spot, Shell or Exxon shirt.	
c. Gray pants.	
d. Black pants, (Shell Black or Khaki)	
e. ABC I.D. badge, (Shell or Exxon name tag	for Shell or Exxon-branded stores).
f. Sandals	
g. No open toed shoes.	
h. Blue jeans.	
i. Spandex pants.	
4. What time are you allowed to clock in before	re your shift starts and what time are you allowed to you
clock out after the shift ends?	The state of the s
a. It doesn't matter.	
b. 30 minutes before and after.	
c. 20 minutes before and after.	
d. 15 minutes before and after.	
Office door and all backroom doors must b	e kept locked.
- (Circle one)	
a. When the Manager is not there.	•
b. On Weekends.	
c. When the Manger is there.	

		d. At all times.
		e. Only after 4:00 pm.
	26	. When do you use the panic alarm?
		a. If you see some one stealing.
		b. Someone ran out with beer.
		c. Customer fell in the parking lot?
×	-	d. When there is a robbery.
	2.7	. Where are the emergency numbers?
	<i></i> ,	a. In the office on the wall.
		b. Under the register drawer.
		c. In the Vendor Stock Control book?
	30	d. In the Reference Book (Burgundy).
	28	. If someone were to call the store and said someone from the company was coming to pick up money, what
		would you do:
		(Circle all that apply)
		a. Call the Manager or District Manager.
		b. Ask them how much and what time.
		c. Ask them to show I.D.
		d. Refuse to give them the money.
	29.	UST Operator A/B or C Training completed and signed book. Yes No
	30.	Rewards Cards - Are you allowed to use your Rewards Card for customer purchases? Vec.
	31.	Can you add A IVI points to your Rewards Card by scanning the ATM Points har code or use a
		customer's A Ivi receipt they did not use? Yes No
	32.	If you add ATM points to your Rewards Card without using the ATM or use your card for customer
		put chases, what action be taken?
		(Circle all that apply)
		a. Written warning.
,		b. Considered stealing, will prosecute and result in termination.
`	-	c. Cancel all points accumulated on your card.
		d. Verbal warning.
	33.	If company property has been damaged by a customer, what is the procedure?
		(Circle all that apply)
		a. Look at it, if it is not much damage, don't worry about it.
		b. Call the local Law Enforcement to file a report.
		c. Call the Manager or District Manger.
		d. Take pictures of the damage.
		e. Get as much personal information from the customer as possible that did the damage.
		f. Get names, address and phone numbers of witnesses.
		g. Complete a damage report.
	34.	If customer damages their car on our property, what is the procedure?
		(Circle all that apply)
		a. Take pictures of what caused the damage and the damage.
	•	b. Call the Manager or District Manager.
		c. Get as much personal information from the customer as possible.
		d. Tell the customer they need to get their Insurance to pay for it.
		e. Never admit the company being responsible.
		f. Get names, address and phone numbers of witnesses.
		g. Complete a damage report.
		If a customer injures themselves on company property, what is the procedure?
		(Circle all that apply)
		a. Take pictures of the area immediately that caused the injury and the customer's injury if
- 1	_	possible.
	. 1	o. Call the Manager or District Manager.
	(c. Get as much personal information from the customer as possible.
	(I. Tell the customer they need to get their Insurance to pay for it, it was their fault.
		to got anout insulation to pay 101 It, It was their fault

e. Never admit the company being responsible. f. Get names, address and phone numbers of witnesses. g. Complete an injury report. 36. If an employee injures themselves on company property, what is the procedure?				
(Circle all that apply) a. Take pictures of the area imm b. Immediately report it to the M c. Call Medcor. d. Make sure you tell an employ e. Complete an injury report. 37. In both NC and SC money ord (Circle one)	nediately that cause Manager or District yee.	ed the injury if possible. t Manager.	<u>e?</u>	
a. Cash only.b. Cash and checks.c. Credit cards.d. Cash, checks and debit cards.				
Employee Signature		Date		
Employee Print Name Manager Signature		Date		
Ma Print Name		Date		
Employee Name		Store #		



Date:	
Employee Name:	
Trainee comments from Discussion:	
	_
rainer comments from Discussion:	
	_
Piscussed	
ABC Checklist, laws, badge and consequences.	
Incomm Fraud policy. No Transactions over the telephone.	
7 Steps of Customer Service.	
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE (pri	(print name)DATE	
TRAINER (print		
DAY 6 STORE OPERAT	ATIONS	
Train. Emp.		
1.	1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and	lottery.
2.	_2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no mo	ore than 3 in line/how and when to answer the
	phone.	
3.	3. Customer complaints and problems – Courteous/ Office number 864-585-2784/ DO NO	T GIVE OUT HOME/CELL PHONE
4	NUMBERS4. PLU Price book, Refill policy, Item Verification, Pricing labels.	
	The book, kern poncy, tient vertication, Pricing labels Cash register operations.	
	6. Sign ABC checklist	
7.	7. Check accepting procedures.	
8.	_8. Credit card procedures - no force throughs, no cash advances with the exception of Truck	king locations with Comdata.
9.	9. Money order procedures – accept cash payment only/live void procedure/refunds/Anti-m	noney Laundering training.
	10. Prepaid phone card/credit card/gift certificates procedures. (Cash only and No info over t	the phone instructions/no sales on 12-8)
1	11. Rewards Card procedures/every customer must be asked/benefits/cannot use your card for own/must verify customer information before activating card.	or any other purchases other than your
12	12. Lottery procedures – South Carolina: Cash Only, North Carolina: Cash and Debit	
13	13. Paid outs for office, cleaning, maintenance supplies (Never make a paid out to anyone no	at authorized by Management)
14	14. Voids/Over rings/refunds/error corrections/all tracked.	t dutilotized by ivializagement)
	_15. Vendor coupons.	
	_16. Food stamp laws/procedures	
	_17. Hot Spot cooler refill policy.	
18	_18. Fireworks— employee discounts.	
	19. Alcohol/Tobacco products/Matches and lighters/State laws, local laws and policies20. Loomis Safe Training	
	_21. Trendar/Cat Scales Training	
22	22. Company gas charges procedure. (Must check I.D. and check Company Gas Charge list in	n Reference book)
23	_23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of c	cleaning/Health Department Regulations
	never out of any product/temperature levels/build up sheet/waste.	
24	_24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, winds card paper.	shield wash, squeegees and pump credit
24	25. Cleaning and restocking Trucker showers.	
	26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lo	ot and rootrooms (rootroom manitaring land
	signed)	ot and restrooms (restroom monitoring logs
27	_27. Cell - Use of personal cell phones are prohibited during standard working hours. Persona	l calls or text messages must be handled on
	personal time. If you have an emergency situation, please alert your Store Manager. The	store phone may be used for emergencies only
28	28. Smoking policy (Limit 3 times per shift or once every two hours)	3
29	_29. Sticking tanks – gas and water check.	
30	_30. Vendor log, stock control sheet (Green notebook) receiving, vendor check in – Must be c	ertified before checking vendors in.
37	_31. Stocking shelves and coolers/Grocery delivery must be stocked within 24 hours/Merchan _32. Price changes, labels, mark up/downs.	idising and Marketing Manual.
	33. Damaged or spoiled merchandise credits and write offs.	
	34. Beer ringing procedures.	
EQUIPMENT AND		
	1. Lights – inside and outside switches.	
	2. Fire extinguisher locations.	
3	3. Breaker box locations / thermostat location.	
	4. Gas Spills, Emergency gas shut off location. Emergency Numbers, Management numbers (Burgundy Book), reset switches, compressors.	S
5	5. Equipment not working, Maintenance and repairs.	
	6. Monthly Store Inspections	
7	7. Gas Veeder Root location and print out.	
	8. Power failure/Emergency Procedures,	
SECURITY	1.0.11 11 11 11	
1.	_ 1. Cash handling/drop amounts no more than \$20 1st (12-8) shift, \$80 2nd shift (8-4) & 3rd shi	ift (4-12). Shift/register levels \$30 or less 1st
	shift (12-8), \$100 2 nd shift (8-4) & \$100 3 rd (4-12). /cash control/safe loans. 2. Store keys location.	
	2. Store keys location. 2. Accidents – employee/customer/property damage or loss.	
3.	4. Employee purchases – paid at that time and keep receipt/ your own cup free refills	
5.	_ 5. Trash take out procedures – no trash taken out after dark/trash checking procedure.	
6.	_ 6. No free merchandise from vendors.	
7.	_7. Check parking lot for illegal activities, safety hazards or any other unusual activity.	



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	on:
Discussed	
ABC Checklist, laws, badg	e and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Servi	ce.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLO	YEE (print name)	DATE
TRAINE	R (print name)	DATE
DAVZ		
DAY 7	OPERATIONS	
Train.	Emp.	
114111.		ses, verifying register drawers, coin dispensers, safe and lottery.
		stomers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the
	phone.	South of the state
		ms – Courteous/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE
	NUMBERS.	
	4. PLU Price book, Refill policy, It	em Verification, Pricing labels.
	5. Cash register operations.	
	6. Sign ABC checklist	
	7. Check accepting procedures.	
		e throughs, no cash advances with the exception of Trucking locations with Comdata.
		t cash payment only/live void procedure/refunds/Anti-money Laundering training.
		ift certificates procedures. (Cash only and No info over the phone instructions//no sales on 12-8)
		customer must be asked/benefits/cannot use your card for any other purchases other than your
	own/must verify customer inform	
		lina: Cash Only, North Carolina: Cash and Debit sintenance supplies (Never make a paid out to anyone not authorized by Management)
	14. Voids/Over rings/refunds/error co	
	15. Vendor coupons.	orteonologian nucleo.
	16. Food stamp laws/procedures	
	17. Hot Spot cooler refill policy.	
	18. Fireworks— employee discounts.	
		nes and lighters/State laws, local laws and policies.
	20. Loomis Safe Training	
	21. Trendar/Cat Scales Training	
	22. Company gas charges procedure.	(Must check I.D. and check Company Gas Charge list in Reference book)
		ee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations
	never out of any product/tempera	
		ndows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit
	card paper25. Cleaning and restocking Trucker	r chavren
		ents, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs
	signed)	citis, common areas – sales area, shack center, parking for and restrooms (restroom monitoring logs
		s are prohibited during standard working hours. Personal calls or text messages must be handled on
	personal time. If you have an em	tergency situation, please alert your Store Manager. The store phone may be used for emergencies only
	28. Smoking policy (Limit 3 times p	
	29. Sticking tanks – gas and water ch	
	30. Vendor log, stock control sheet (Green notebook) receiving, vendor check in – Must be certified before checking vendors in.
	31. Stocking shelves and coolers/Gro	ocery delivery must be stocked within 24 hours/Merchandising and Marketing Manual.
	32. Price changes, labels, mark up/do	owns.
	33. Damaged or spoiled merchandise	e credits and write offs.
	34. Beer ringing procedures.	
<u>EQUIPM</u>	ENT AND BUILDING	
	1. Lights – inside and outside switch	es.
	2. Fire extinguisher locations.	ata-auton
	3. Breaker box locations / thermostat	f location. If location. Emergency Numbers, Management numbers
	(Burgundy Book), reset switches,	
	5. Equipment not working, Maintena	
	6. Monthly Store Inspections	nee and repairs.
	7. Gas Veeder Root location and prin	nt out
	8. Power failure/Emergency Procedu	
SECURIT		
		nore than \$20 1st (12-8) shift, \$80 2nd shift (8-4) & 3rd shift (4-12). Shift/register levels \$30 or less 1st
	shift (12-8), \$100 2 nd shift (8-4) &	\$\times \text{100 3rd (4-12). /cash control/safe loans.}
	2. Store keys location.	
	3. Accidents – employee/customer/	property damage or loss.
	4. Employee purchases – paid at tha	at time and keep receipt/ your own cup free refills
	5. Trash take out procedures – no tra	ash taken out after dark/trash checking procedure.
	6. No free merchandise from vendor	
	7. Check parking lot for illegal active	vities, safety hazards or any other unusual activity.



Date:	
Employee Name:	
Trainee comments from Discuss	sion:
Trainer comments from Discussi	ion:
Discussed	
ABC Checklist, laws, bad	ge and consequences.
Incomm Fraud policy. N	o Transactions over the telephone.
7 Steps of Customer Serv	rice.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE (print name)		DATE	
TRAINER (print name)		DATE	
<u>DAY 8</u>			
STORE (<u>OPERATIONS</u>		
Train.	Mgr.		
	Shift change procedures and closes, verifyin	g register drawers, coin dispensers, safe and lottery.	
		gestive selling/thank them/invite back/no more than 3 in line/how and when to answer the	
		gestive setting/ thank then/invite back/no more than 5 in internow and when to answer the	
	phone.		
	3. Customer complaints and problems – Courte	eous/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE	
	NUMBERS.		
	4. PLU Price book, Refill policy, Item Verifica	ation Pricing labels	
		atom, 1 fromg tubolo.	
	5. Cash register operations		
	6. Sign ABC checklist		
	7. Check accepting procedures		
		no cash advances with the exception of Trucking locations with Comdata.	
		nent only/live void procedure/refunds/Anti-money Laundering training.	
		es procedures. (Cash only and No info over the phone instructions//no sales on 12-8)	
	 Rewards Card procedures/every customer m 	ust be asked/benefits/cannot use your card for any other purchases other than your	
	own/must verify customer information befor		
	12. Lottery procedures – South Carolina: Cash C		
		supplies (Never make a paid out to anyone not authorized by Management)	
	14. Voids/Over rings/refunds/error corrections/a	ıll tracked.	
	15. Vendor coupons.		
	16. Food stamp laws/procedures		
-			
	17. Hot Spot cooler refill policy.		
	18. Fireworks– employee discounts.		
	Alcohol/Tobacco products/Matches and ligh	ters/State laws, local laws and policies.	
	20. Loomis Safe Training		
	21. Trendar/Cat Scales Training		
		ck I.D. and check Company Gas Charge list in Reference book)	
	23. Snack center, sandwich box, coffee area equi	ipment cleaning and stocking/importance of cleaning/Health Department Regulations	
	never out of any product/temperature levels/		
	24 Parking let numps tracheans windows does	ors cleaning and stocking paper towels, windshield wash, squeegees and pump credit	
		is cleaning and stocking paper towers, whitesine wash, squeegees and pump credit	
	card paper.		
	25. Cleaning and restocking Trucker showers.		
	26. Shift assignments, shelf assignments, comm	non areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs	
	signed)	onto mondo success, purints for and received (received mondo) and	
		bited during standard working hours. Personal calls or text messages must be handled on	
	personal time. If you have an emergency site	uation, please alert your Store Manager. The store phone may be used for emergencies only	
	28. Smoking policy (Limit 3 times per shift or o	once every two hours)	
	29. Sticking tanks – gas and water check.		
	29. Sticking talks – gas and water check.		
		book) receiving, vendor check in - Must be certified before checking vendors in.	
	31. Stocking shelves and coolers/Grocery delive	ery must be stocked within 24 hours/Merchandising and Marketing Manual.	
	32. Price changes, labels, mark up/downs.		
	33. Damaged or spoiled merchandise credits and	d write offe	
	•	write ons.	
	34. Beer ringing procedures.		
EQUIPM	ENT AND BUILDING		
	 Lights – inside and outside switches. 		
	2. Fire extinguisher locations.		
	3. Breaker box locations / thermostat location.		
	4. Gas Spills, Emergency gas shut off location.	. Emergency Numbers, Management numbers	
	(Burgundy Book), reset switches, compresso	ors.	
	5. Equipment not working, Maintenance and re		
		spans.	
	6. Monthly Store Inspections		
	7. Gas Veeder Root location and print out.		
	8. Power failure/Emergency Procedures,		
SECUDIT			
SECURIT		00.1st/10.00_1.10_000.0nd_1.10_(0_4)_0.0nd_1.10_(4_10)_02.10/	
		20 1st (12-8) shift, \$80 2nd shift (8-4) & 3rd shift (4-12). Shift/register levels \$30 or less 1st	
	shift (12-8), \$100 2 nd shift (8-4) & \$100 3 rd (4-12). /cash control/safe loans.	
	2. Store keys location.		
		maga or loss	
	3. Accidents – employee/customer/property da		
	4. Employee purchases – paid at that time and		
	5. Trash take out procedures – no trash taken o	ut after dark/trash checking procedure.	
	6. No free merchandise from vendors.	5.	
	7. Check parking lot for illegal activities, safety	w hazarda ar any other unuqual activity	
		y nazaros or any outer unusual activity.	



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	n:
Discussed	
ABC Checklist, laws, badge	e and consequences.
	Transactions over the telephone.
7 Steps of Customer Servi	
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE (print name)		DATE	
TRAINER	C (print name)	DATE	
DAY 9			
	PERATIONS		
	Mgr.		
		erifying register drawers, coin dispensers, safe and lottery.	
	2. Greeting customers/servicing custome	ers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the	
	phone.		
	Customer complaints and problems –	Courteous/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE	
	NUMBERS.		
	4. PLU Price book, Refill policy, Item V	erification, Pricing labels.	
	5. Cash register operations		
	6. Sign ABC checklist		
	7. Check accepting procedures		
	8. Credit card procedures – no force thro	ughs, no cash advances with the exception of Trucking locations with Comdata.	
	9. Money order procedures – accept cash	payment only/live void procedure/refunds/Anti-money Laundering training.	
		tificates procedures. (Cash only and No info over the phone instructions//no sales on 12-8)	
	own/must verify customer information	mer must be asked/benefits/cannot use your card for any other purchases other than your	
	12 Lottery procedures – South Carolina: (Cash Only, North Carolina: Cash and Debit	
	13. Paid outs for office, cleaning, mainten	ance supplies (Never make a paid out to anyone not authorized by Management)	
	14. Voids/Over rings/refunds/error correct		
	15. Vendor coupons.		
	16. Food stamp laws/procedures		
	17. Hot Spot cooler refill policy.		
	18. Fireworks- employee discounts.		
		nd lighters/State laws, local laws and policies.	
	20. Loomis Safe Training		
	21. Trendar/Cat Scales Training		
	22. Company gas charges procedure. (Mus	st check I.D. and check Company Gas Charge list in Reference book)	
	23. Snack center, sandwich box, confee are never out of any product/temperature	ea equipment cleaning and stocking/importance of cleaning/Health Department Regulations	
		/s, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit	
	card paper.	s, doors creaming and stocking paper towers, whitesmeat wash, squeegees and pump credit	
	25. Cleaning and restocking Trucker show	vers.	
	26. Shift assignments, shelf assignments,	common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs	
	signed)	respectively.	
	27. Cell - Use of personal cell phones are	prohibited during standard working hours. Personal calls or text messages must be handled on	
	personal time. If you have an emergen	ncy situation, please alert your Store Manager. The store phone may be used for emergencies only	
	28. Smoking policy (Limit 3 times per shi	ift or once every two hours)	
	29. Sticking tanks – gas and water check.		
	30. Vendor log, stock control sheet (Green	n notebook) receiving, vendor check in - Must be certified before checking vendors in.	
	31. Stocking shelves and coolers/Grocery	delivery must be stocked within 24 hours/Merchandising and Marketing Manual.	
	32. Price changes, labels, mark up/downs.		
	33. Damaged or spoiled merchandise cred34. Beer ringing procedures.	ills and write oils.	
FOUIPME	NT AND BUILDING		
LOCHINE	1. Lights – inside and outside switches.		
	2. Fire extinguisher locations.		
	3. Breaker box locations / thermostat locations	ation.	
		Gas Spills, Emergency gas shut off location. Emergency Numbers, Management numbers	
	(Burgundy Book), reset switches, com	pressors.	
	5. Equipment not working, Maintenance	and repairs.	
	6. Monthly Store Inspections		
	7. Gas Veeder Root location and print out.	•	
CE CEIDERY	8. Power failure/Emergency Procedures,		
SECURITY		1	
	chiff (12.8) \$100 and chiff (8.4) \$ \$100	han \$20 1st (12-8) shift, \$80 2nd shift (8-4) & 3rd shift (4-12). Shift/register levels \$30 or less 1st	
	shift (12-8), \$100 2 nd shift (8-4) & \$100 2. Store keys location.	0.5 (4-12). /Cash condon/saic loans.	
	2. Store keys location. 3. Accidents – employee/customer/prope	erty damage or loss	
	4. Employee nurchases – naid at that time	e and keep receipt/ your own cup free refills	
		aken out after dark/trash checking procedure.	
	6. No free merchandise from vendors.		
		safety hazards or any other unusual activity.	



Date:	
Employee Name:	
Trainee comments from Discussi	on:
Trainer comments from Discussion	on:
Discussed	
ABC Checklist, laws, badg	e and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Servi	ce.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE (print name)		DATE	
TRAINER (print name)		DATE	
DAY 10			
STORE OPERAT	IONS		
Train. Mgr.			
1.	Shift change procedures and closes, verifying re Greeting customers/servicing customers/suggest	gister drawers, coin dispensers, safe and lottery. tive selling/thank them/invite back/no more than 3 in line/how and when to answer the	
	phone.		
3.	Customer complaints and problems – Courteous NUMBERS.	s/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE	
4.	PLU Price book, Refill policy, Item Verification	n, Pricing labels.	
5.	Cash register operations		
6.	Sign ABC checklist		
	Check accepting procedures		
8.	Credit card procedures - no force throughs, no c	cash advances with the exception of Trucking locations with Comdata.	
9.	Money order procedures – accept cash payment	only/live void procedure/refunds/Anti-money Laundering training.	
1(Prepaid phone card/credit card/gift certificates p 	procedures. (Cash only and No info over the phone instructions//no sales on 12-8)	
11	. Rewards Card procedures/every customer must	be asked/benefits/cannot use your card for any other purchases other than your	
	own/must verify customer information before ac	ctivating card.	
12	. Lottery procedures – South Carolina: Cash Only	y, North Carolina: Cash and Debit	
I3	. Paid outs for office, cleaning, maintenance supp	lies (Never make a paid out to anyone not authorized by Management)	
	. Voids/Over rings/refunds/error corrections/all tr	acked.	
	. Vendor coupons.		
	. Food stamp laws/procedures		
	. Hot Spot cooler refill policy.		
	. Fireworks– employee discounts.		
19	. Alcohol/Tobacco products/Matches and lighters/	State laws, local laws and policies.	
	Loomis Safe Training		
	. Trendar/Cat Scales Training		
22	Speak center condition have seffer area assistant	D. and check Company Gas Charge list in Reference book)	
23	never out of any product/temperature levels/buil	ent cleaning and stocking/importance of cleaning/Health Department Regulations	
24	Parking lot number tracheons windows doors of	leaning and stocking paper towels, windshield wash, squeegees and pump credit	
	card paper.	leaning and stocking paper towers, windshield wash, squeegees and pump credit	
25	5. Cleaning and restocking Trucker showers.		
26	5. Shift assignments, shelf assignments, common a	areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs	
	signed)	saids area, shack center, parking for and restrooms (restroom monitoring logs	
27		during standard working hours. Personal calls or text messages must be handled on	
	personal time. If you have an emergency situation	on, please alert your Store Manager. The store phone may be used for emergencies only	
28	3. Smoking policy (Limit 3 times per shift or once	every two hours)	
29	. Sticking tanks – gas and water check.		
30	. Vendor log, stock control sheet (Green notebook	x) receiving, vendor check in – Must be certified before checking vendors in.	
31	. Stocking shelves and coolers/Grocery delivery n	nust be stocked within 24 hours/Merchandising and Marketing Manual.	
32	. Price changes, labels, mark up/downs.		
33	. Damaged or spoiled merchandise credits and wr	ite offs.	
	. Beer ringing procedures.		
EQUIPMENT AND			
	. Lights – inside and outside switches.		
	. Fire extinguisher locations.		
	. Breaker box locations / thermostat location.		
4	. Power failure/Emergency Procedures, Gas Spills	s, Emergency gas shut off location. Emergency Numbers, Management numbers	
	(Burgundy Book), reset switches, compressors.		
	. Equipment not working, Maintenance and repair	S.	
	. Monthly Store Inspections		
	Gas Veeder Root location and print out.		
	Power failure/Emergency Procedures,		
SECURITY	Cook has directly as a second	# (10 O) 110 000 mil 100 mil 1	
1.	cash handling/drop amounts no more than \$20 1° abid (12.8), \$100 and abid (8.4), \$30,000 and (4.10)	st (12-8) shift, \$80 2 nd shift (8-4) & 3 rd shift (4-12). Shift/register levels \$30 or less 1 st	
າ	shift (12-8), $$100 2^{nd}$ shift (8-4) & $$100 3^{rd}$ (4-12 Store keys location.). /casn control/sate loans.	
	Accidents – employee/customer/property damage	0 07 1000	
	Employee purchases – paid at that time and keep	to recent / years over over free mostle	
	Trash take out procedures – no trash taken out af	ter dark/trach abacking procedure	
5.	No free merchandise from vendors.	tor dark hash encoking procedure.	
	Check parking lot for illegal activities, safety haz	zards or any other unusual activity	
		washing went to j.	

-	Employee Certification after completion of training and before employee works by themselves.
	When you arrive at work each day what are the procedures?
~	(Circle only that does not apply)
	a. Make sure that you have your yellow ABC I.D. badge on and in uniform.
	b. Clock-in.
	c. Put on uniform.
	d. Sit in the office until the shift starts.
	e. Clean restrooms, stock supplies and sign cleaning schedule.
	f. Clean pumps, stock paper towels, windshield washer fluid and stock credit card paper.
	g. Check parking lot for anything that might cause an accident.
	h. Take a smoke break before getting on the register
	i. Count register drawer.
	j. Scan lottery scratch off tickets.
	k. Sign ABC Shift Checklist. (If two employees working, both must initial)
2.	Password Policy
	(Circle one)
	a. Don't let another employee to get your password.
	b. It is okay to let another employee use your password, it's the same shift.
3.	Phone Policy
	(Circle all that apply)
	a. It is okay to answer as long as you can still hear the customer.
	b. Don't answer with customers in front of you or coming to the counter.
	c. Customer walk in and you are on the phone, tell them you have a customer and hang up no matter who
	It IS.
4.	Total party of the proceedings.
	(Circle all that apply)
	a. Trash can be taken out anytime.
	b. Trash can be taken out only during daylight hours.
	c. Another employee or Manager must check the trash before it goes out on camera.
	d. It is okay if a customer takes the trash out.
	e. Boxes have to be broken down.
_	f. It is okay to take boxes out, if it easy for a Manager or another employee to see inside the box.
5.	Have you been trained on our food stamp policy? Yes No
	Credit card procedures? YesNo
6.	What is your responsibility for your assigned area?
	(Circle all that does not apply)
	a. Keep clean.
	b. Rearrange merchandise every few weeks.
	c. Scan pricing labels.
	d. Keep stocked. e. Front shelves.
7	f. If something is out of stock, make a note for the Manager.
, .	Have you been trained on the Emergency procedures (Gas spills, Fire, Robbery, Power outages)? Where the emergency gas shut off switch is located and the Paris All Procedures (Gas spills, Fire, Robbery, Power outages)?
~ 8	Where the emergency gas shut off switch is located and the Panic Alarm location? Yes No Have you been trained on the policy concerning Pump maintenance of No No
,	Have you been trained on the policy concerning Pump maintenance and General maintenance? Yes No
\ <i>></i>	

9. If there are more than three customers in line, what is our policy?

(Circle all that apply)

a. 11y w ci	neck mem out as i	ast as you can			
b. Tell the	customer in a nice	way to have r	otion on weidt		
c. Press the	e buzzer to call fo	or heln	attence with you; y	ou will get them out as quick as	you can.
d. If the bac	ckup employee se	es more than th			
and help	•	es more man u	nee customers in lii	ne, they should go directly to th	e register
10. <u>Do you know o</u>	ur procedures fo	ritems that	vill not coon at 41	•	
(Circle all	the apply)	HICHIS HIAL W	u not scan at the	<u>register?</u>	
a. Just wait	t, it may scan next	t time			
b. Tell the	customer you can	't cell it			
c. Find Out	t the price from th	eshalf and -i-	g it up on the depart		
d. Complet	te an item verifica	tion form for the	g it up on the depart	ment key.	•
11. What is our co	mpany policy co	ncerning who	te Manager.		
(Circle all t	that apply)	ncerning wha	is allowed for cas	a payouts?	
a. Can nav	cash for anything	as long on the	.1		
b. Newspap	ners	as long as mey	nave an invoice.		
	tems for the store	by the Money			
12. Have you been	n trained concer	by the Manage	r with a receipt.		
13. What is the sm	10king policy?	ums our comi	any refull policy?	Yes No	
(Circle all t	hat apply)			•	
a Smoke ar	nytime as long as				
h Smoke as	way from all num	it is outside.	7		
c. Allowed	way from all pum	ps, front doors	and propane.		
customer	s in the store.	vo nours (3 tim	es per 8 hours) as lo	ong as there is not more than th	ree
o abtoinor,	5 m mc store.				
d. De respec	etful of other emp	loyees that don	't smoke.		
e. Since you	are smoking you	can talk on yo	ur cell phone.		
I. While sme	oking you must ha	ave a dust nan :	and a broom in wor	hands sweeping the lot.	
g. 11 more ci	ustomers go into t	the store and th	e emplovee would l	lave more than there a seed	in line
you must	put the cigarette	out, wash your	hands and wait on o	ustomers	m me,
t manufer (1				
		:		•	
		·			
Employee Signature	:		Date		
Employee Print Name		1			
Employee Frint Name				·	
	i				
	1				
Manager Signature	- :	1	Date		
	The state of the s		Daic		
	1		b.		
Manager Print Name			,		
			-		
			- -		
			-		
. Undated 5/9/2022			: - - -		
Updated 5/9/2022			; -		
Updated 5/9/2022			• •		



Date:	
Employee Name:	
Trainee comments from Discussion	on:
Trainer comments from Discussion	n:
Discussed	
ABC Checklist, laws, badge	e and consequences.
Incomm Fraud policy. No	Transactions over the telephone.
7 Steps of Customer Service	ce.
Cell Phone Policy.	
Smoking Policy.	
Dress Code/Hygiene.	
Cooler, No Holes Policy.	

EMPLOYEE (print name)		DATE		
TRAINER (print name)		DATE		
I have been trained thoroughly or procedures and my responsibilities they don't wait on us!	the all of previous 5 trainings are as an employee of Hot	g pages. Any and all of my questions have Spot. I understand that Hot Spot is in the	e been answered. I understand what the policies, customer service business. We wait on customers	
Employee signature	Date	Trainer signature	Date	
Manager signature	Date			

Updated 5/9/2022