

**R. L. JORDAN OIL COMPANY
TRAINING CHECK LIST**

EMPLOYEE (print name) _____ DATE _____

TRAINER (print name) _____ DATE _____

DAY 1

INITIAL HIRE

- | <u>Mgr.</u> | <u>Emp.</u> | |
|-------------|-------------|---|
| _____ | _____ | 1. Clock-in procedure |
| _____ | _____ | 2. I have read and understand the Employee Handbook, everything completed in TalentReef as well as Comdata consent form. |
| _____ | _____ | 3. ABC Laws, I.D. handbook, I.D. Calendar, ABC shift checklist, ABC I.D. badge, ABC Procedures and sales legal age 21, tobacco and e-cigs legal age 21, lottery, lighters, and CBD legal age 18, firework legal age 16, |
| _____ | _____ | 4. Watch Day 1 Training videos: Be Our Guest, Alcohol, Tobacco, and Safety |

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 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

- | | | |
|-------|-------|--|
| _____ | _____ | 1. Dress code – shirt, pants, shoes, ABC I.D. badge, name tag, Sweaters and Coats not allowed at sales area. |
| _____ | _____ | 2. Familiarize with entire store layout and storage. |
| _____ | _____ | 3. Company gas charges procedure. (Must check I.D. and check Company Gas Charge list in Reference book) |
| _____ | _____ | 4. Class C, DHEC Operator Training completed and book signed/emergency gas shut off location. |

SECURITY

- | | | |
|-------|-------|--|
| _____ | _____ | 1. DVR recorded 24 hours/7 days, Managers, District Managers, Director of Operations and Security watch. |
| _____ | _____ | 2. Office and stockroom locked, during banking employees only allowed in office to clock in/out. |
| _____ | _____ | 3. Robbery Procedures, Panic Alarm button use and location, Shoplifting warrants policy and procedures. |
| _____ | _____ | 4. Employee purchases – paid at that time and keep receipt/ your own cup free refills, consumption logs |
| _____ | _____ | 5. Trash take out procedures – no trash taken out after dark/trash checking procedure. |
| _____ | _____ | 6. No free merchandise from vendors. |
| _____ | _____ | 7. Check parking lot for illegal activities, safety hazards or any other unusual activity. |
| _____ | _____ | 8. Cash shortages, employee is responsible/shortages handled by payroll deduction. |
| _____ | _____ | 9. A-Team, Audit investigation |



New Hire Daily Training Feedback Report

Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

- _____ 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.

**R. L. JORDAN OIL COMPANY
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DAY 2

Cooler Training

Train. Emp.

- _____ 1. Watch day 2 videos
- _____ 2. No holes policy
- _____ 3. Cooler stocked from front to back with correct products 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 only/live void procedure/refunds/Anti-money Laundering training.
- _____ 9. Prepaid phone card/credit card/gift certificates procedures. (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 if any bulbs are needed
- _____ 3. Check and change light bulbs in the cooler doors
- _____ 4. Check and clean under shelves, especially the milk door
- _____ 5. Wipe down walls
- _____ 6. Sweep and mop the floor
- _____ 7. Break down all boxes, remove the plastic from cardboard and place the boxes in recycling bin (if available)
- _____ 8. A cashier must verify trash before you take it to the containers
- _____ 9. Clean the glass on the cooler doors



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DAY 3

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 |
| _____ | _____ | 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 |



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Employee Name: _____

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_____ 7 Steps of Customer Service.

_____ Cell Phone Policy.

_____ Smoking Policy.

_____ Dress Code/Hygiene.

_____ Cooler, No Holes Policy.

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DATE _____

TRAINER (print name) _____

DATE _____

DAY 4

Coffee Bar/Snack Center Training

Train. Emp.

- | | | |
|-------|-------|--|
| _____ | _____ | 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 |



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DATE _____

DAY 5

STORE OPERATIONS

Train. Emp.

- _____ 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery.
- _____ 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone.
- _____ 3. 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 Verification, Pricing labels.
- _____ 5. Cash register operations.
- _____ 6. Sign ABC checklist
- _____ 7. Check accepting procedures.
- _____ 8. Credit card procedures – no force throughs, 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.
- _____ 10. Prepaid phone card/credit card/gift certificates 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 activating card.
- _____ 12. Lottery procedures – South Carolina: Cash Only, North Carolina: Cash and Debit
- _____ 13. Paid outs for office, cleaning, maintenance supplies (Never make a paid out to anyone not authorized by Management)
- _____ 14. Voids/Over rings/refunds/error corrections/all tracked.
- _____ 15. Vendor coupons.
- _____ 16. Food stamp laws/procedures
- _____ 17. Hot Spot cooler refill policy.
- _____ 18. Fireworks– employee discounts.
- _____ 19. Alcohol/Tobacco products/Matches 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)
- _____ 23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations never out of any product/temperature levels/build up sheet/waste.
- _____ 24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit card paper.
- _____ 25. Cleaning and restocking Trucker showers.
- _____ 26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs signed)
- _____ 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. Vendor log, stock control sheet (Green 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 credits and write offs.
- _____ 34. Beer ringing procedures.

EQUIPMENT AND BUILDING

- _____ 1. 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, compressors.
- _____ 5. Equipment not working, Maintenance and repairs.
- _____ 6. Monthly Store Inspections
- _____ 7. Gas Veeder Root location and print out.
- _____ 8. Power failure/Emergency Procedures,

SECURITY

- _____ 1. Cash handling/drop amounts no more 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 2nd shift (8-4) & \$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 that time 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.
- _____ 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? Yes _____ No _____

d. Passed 1st day training video tests? Yes _____ No _____

e. Comdata card issued? Yes _____ No _____

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.

g. Make sure writing is on the back and not blank.

7. 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?

(Circle one)

a. Ask another employee.

b. Ask the customer if he is driving, if no sell to them.

c. Refuse to sell.

9. If they were from another state, how would you know what that state ID looked like?

(Circle one)

a. Ask the customer.

b. Ask another employee.

c. Look in the I.D. Handbook and then follow the same steps for checking I.D.

10. 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 we sell alcohol.
- e. To make sure that you are checking I.D.'s under 35 years old by rewarding customers if they see you not checking.

11. 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. 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. 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. 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.

15. 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.

16. Can you do anything over the phone pertaining Prepaid Cards. Yes ___ No ___

17. Prepaid cards, lottery and money orders can be purchased by the employee while on the clock?

Yes _____ No _____

18. Money Order Sales/ Anti-Money Laundering Compliance. Suspicious Activity Report must be filed within 30 days if the customers purchases \$? (including fees) or more in one day.

(Circle one)

- a. \$1000 - \$1999
- b. \$2000 - \$2999
- c. \$3000 - \$9999
- d. \$4000 - \$9999

19. How much money is allowed in the register on each shift? Also, the change bag should be tied at all times.

(Circle one for each shift)

- 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 drops should not be more than \$? unless it is a large bill, money order or a diesel sale? If the safe becomes inoperable, refer to the inoperable safe policy for correct procedures.

(Circle One)

- a. \$80
- b. \$120
- c. \$180

21. What is the procedure for purchase of merchandise you consume?

(Circle one)

- 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 yourself.
- d. Ring it up yourself at the time you get it while talking to the camera and showing the camera everything you are doing and save the receipt.
- e. Fill out your consumption log and attach the receipt to the log.

22. What is the procedure for purchase of merchandise you want to take home?

(Circle all that apply)

- a. Ring it up yourself and put the merchandise and receipt in a bag until you clock out.
- b. Have another employee ring it up and put the merchandise and receipt in a bag until you clock out.
- c. Wait until you clock out and go through the line the same as a customer.

23. Full, clean uniform must be worn before clocking 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.

24. What time are you allowed to clock in before your shift starts and what time are you allowed to you clock out after the shift ends?

- 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 be 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.

27. Where are the emergency numbers?

- a. In the office on the wall.
- b. Under the register drawer.
- c. In the Vendor Stock Control book?
- 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? Yes ___ No ___

31. Can you add ATM points to your Rewards Card by scanning the ATM Points bar code or use a customer's ATM 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 purchases, 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.

35. 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 possible.
- 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, 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 immediately that caused the injury if possible.
- b. Immediately report it to the Manager or District Manager.
- c. Call Medcor.
- d. Make sure you tell an employee.
- e. Complete an injury report.

37. In both NC and SC money orders can be purchased with?

(Circle one)

- 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

Employee Name _____

Store # _____



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**R. L. JORDAN OIL COMPANY
TRAINING CHECK LIST**

EMPLOYEE (print name) _____

DATE _____

TRAINER (print name) _____

DATE _____

DAY 6

STORE OPERATIONS

Train. Emp.

- | | | |
|-------|-------|---|
| _____ | _____ | 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery. |
| _____ | _____ | 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone. |
| _____ | _____ | 3. 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 Verification, Pricing labels. |
| _____ | _____ | 5. Cash register operations. |
| _____ | _____ | 6. Sign ABC checklist |
| _____ | _____ | 7. Check accepting procedures. |
| _____ | _____ | 8. Credit card procedures – no force throughs, 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. |
| _____ | _____ | 10. Prepaid phone card/credit card/gift certificates 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 activating card. |
| _____ | _____ | 12. Lottery procedures – South Carolina: Cash Only, North Carolina: Cash and Debit |
| _____ | _____ | 13. Paid outs for office, cleaning, maintenance supplies (Never make a paid out to anyone not authorized by Management) |
| _____ | _____ | 14. Voids/Over rings/refunds/error corrections/all tracked. |
| _____ | _____ | 15. Vendor coupons. |
| _____ | _____ | 16. Food stamp laws/procedures |
| _____ | _____ | 17. Hot Spot cooler refill policy. |
| _____ | _____ | 18. Fireworks– employee discounts. |
| _____ | _____ | 19. Alcohol/Tobacco products/Matches 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) |
| _____ | _____ | 23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations never out of any product/temperature levels/build up sheet/waste. |
| _____ | _____ | 24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit card paper. |
| _____ | _____ | 25. Cleaning and restocking Trucker showers. |
| _____ | _____ | 26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs signed) |
| _____ | _____ | 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. Vendor log, stock control sheet (Green 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 credits and write offs. |
| _____ | _____ | 34. Beer ringing procedures. |

EQUIPMENT AND BUILDING

- | | | |
|-------|-------|---|
| _____ | _____ | 1. 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, compressors. |
| _____ | _____ | 5. Equipment not working, Maintenance and repairs. |
| _____ | _____ | 6. Monthly Store Inspections |
| _____ | _____ | 7. Gas Veeder Root location and print out. |
| _____ | _____ | 8. Power failure/Emergency Procedures, |

SECURITY

- | | | |
|-------|-------|---|
| _____ | _____ | 1. Cash handling/drop amounts no more 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 shift (12-8), \$100 2 nd shift (8-4) & \$100 3 rd (4-12). /cash control/safe loans. |
| _____ | _____ | 2. Store keys location. |
| _____ | _____ | 3. Accidents – employee/customer/property damage or loss. |
| _____ | _____ | 4. Employee purchases – paid at that time 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. |
| _____ | _____ | 7. Check parking lot for illegal activities, safety hazards or any other unusual activity. |



New Hire Daily Training Feedback Report

Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

_____ 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.

**R. L. JORDAN OIL COMPANY
TRAINING CHECK LIST**

EMPLOYEE (print name) _____

DATE _____

TRAINER (print name) _____

DATE _____

DAY 7

STORE OPERATIONS

Train. Emp.

- _____ 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery.
- _____ 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone.
- _____ 3. 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 Verification, Pricing labels.
- _____ 5. Cash register operations.
- _____ 6. Sign ABC checklist
- _____ 7. Check accepting procedures.
- _____ 8. Credit card procedures – no force throughs, 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.
- _____ 10. Prepaid phone card/credit card/gift certificates 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 activating card.
- _____ 12. Lottery procedures – South Carolina: Cash Only, North Carolina: Cash and Debit
- _____ 13. Paid outs for office, cleaning, maintenance supplies (Never make a paid out to anyone not authorized by Management)
- _____ 14. Voids/Over rings/refunds/error corrections/all tracked.
- _____ 15. Vendor coupons.
- _____ 16. Food stamp laws/procedures
- _____ 17. Hot Spot cooler refill policy.
- _____ 18. Fireworks– employee discounts.
- _____ 19. Alcohol/Tobacco products/Matches and lighters/State laws, local laws and policies.
- _____ 20. Loomis Safe Training
- _____ 21. Trender/Cat Scales Training
- _____ 22. Company gas charges procedure. (Must check I.D. and check Company Gas Charge list in Reference book)
- _____ 23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations never out of any product/temperature levels/build up sheet/waste.
- _____ 24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit card paper.
- _____ 25. Cleaning and restocking Trucker showers.
- _____ 26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs signed)
- _____ 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. Vendor log, stock control sheet (Green 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 credits and write offs.
- _____ 34. Beer ringing procedures.

EQUIPMENT AND BUILDING

- _____ 1. 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, compressors.
- _____ 5. Equipment not working, Maintenance and repairs.
- _____ 6. Monthly Store Inspections
- _____ 7. Gas Veeder Root location and print out.
- _____ 8. Power failure/Emergency Procedures.

SECURITY

- _____ 1. Cash handling/drop amounts no more 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 2nd shift (8-4) & \$100 3rd (4-12). /cash control/safe loans.
- _____ 2. Store keys location.
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- _____ 4. Employee purchases – paid at that time 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.
- _____ 7. Check parking lot for illegal activities, safety hazards or any other unusual activity.



New Hire Daily Training Feedback Report

Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

_____ 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.

**R. L. JORDAN OIL COMPANY
TRAINING CHECK LIST**

EMPLOYEE (print name) _____

DATE _____

TRAINER (print name) _____

DATE _____

DAY 8

STORE OPERATIONS

- | <u>Train.</u> | <u>Mgr.</u> | |
|---------------|-------------|---|
| _____ | _____ | 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery. |
| _____ | _____ | 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone. |
| _____ | _____ | 3. 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 Verification, Pricing labels. |
| _____ | _____ | 5. Cash register operations |
| _____ | _____ | 6. Sign ABC checklist |
| _____ | _____ | 7. Check accepting procedures |
| _____ | _____ | 8. Credit card procedures – no force throughs, 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. |
| _____ | _____ | 10. Prepaid phone card/credit card/gift certificates 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 activating card. |
| _____ | _____ | 12. Lottery procedures – South Carolina: Cash Only, North Carolina: Cash and Debit |
| _____ | _____ | 13. Paid outs for office, cleaning, maintenance supplies (Never make a paid out to anyone not authorized by Management) |
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| _____ | _____ | 15. Vendor coupons. |
| _____ | _____ | 16. Food stamp laws/procedures |
| _____ | _____ | 17. Hot Spot cooler refill policy. |
| _____ | _____ | 18. Fireworks– employee discounts. |
| _____ | _____ | 19. Alcohol/Tobacco products/Matches 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) |
| _____ | _____ | 23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations never out of any product/temperature levels/build up sheet/waste. |
| _____ | _____ | 24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit card paper. |
| _____ | _____ | 25. Cleaning and restocking Trucker showers. |
| _____ | _____ | 26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs signed) |
| _____ | _____ | 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. Vendor log, stock control sheet (Green 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 credits and write offs. |
| _____ | _____ | 34. Beer ringing procedures. |

EQUIPMENT AND BUILDING

- | | | |
|-------|-------|---|
| _____ | _____ | 1. Lights – inside and outside switches. |
| _____ | _____ | 2. Fire extinguisher locations. |
| _____ | _____ | 3. Breaker box locations / thermostat location. |
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| _____ | _____ | 5. Equipment not working, Maintenance and repairs. |
| _____ | _____ | 6. Monthly Store Inspections |
| _____ | _____ | 7. Gas Veeder Root location and print out. |
| _____ | _____ | 8. Power failure/Emergency Procedures, |

SECURITY

- | | | |
|-------|-------|---|
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Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

_____ 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 (print name) _____

DATE _____

TRAINER (print name) _____

DATE _____

DAY 9

STORE OPERATIONS

- | <u>Train.</u> | <u>Mgr.</u> | |
|---------------|-------------|---|
| _____ | _____ | 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery. |
| _____ | _____ | 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone. |
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| _____ | _____ | 5. Cash register operations |
| _____ | _____ | 6. Sign ABC checklist |
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| _____ | _____ | 10. Prepaid phone card/credit card/gift certificates procedures. (Cash only and No info over the phone instructions/no sales on 12-8) |
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| _____ | _____ | 14. Voids/Over rings/refunds/error corrections/all tracked. |
| _____ | _____ | 15. Vendor coupons. |
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| _____ | _____ | 17. Hot Spot cooler refill policy. |
| _____ | _____ | 18. Fireworks– employee discounts. |
| _____ | _____ | 19. Alcohol/Tobacco products/Matches and lighters/State laws, local laws and policies. |
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| _____ | _____ | 21. Trendar/Cat Scales Training |
| _____ | _____ | 22. Company gas charges procedure. (Must check I.D. and check Company Gas Charge list in Reference book) |
| _____ | _____ | 23. Snack center, sandwich box, coffee area equipment cleaning and stocking/importance of cleaning/Health Department Regulations never out of any product/temperature levels/build up sheet/waste. |
| _____ | _____ | 24. Parking lot, pumps, trashcans, windows, doors cleaning and stocking paper towels, windshield wash, squeegees and pump credit card paper. |
| _____ | _____ | 25. Cleaning and restocking Trucker showers. |
| _____ | _____ | 26. Shift assignments, shelf assignments, common areas – sales area, snack center, parking lot and restrooms (restroom monitoring logs signed) |
| _____ | _____ | 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. Vendor log, stock control sheet (Green 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 credits and write offs. |
| _____ | _____ | 34. Beer ringing procedures. |

EQUIPMENT AND BUILDING

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|-------|-------|---|
| _____ | _____ | 1. Lights – inside and outside switches. |
| _____ | _____ | 2. Fire extinguisher locations. |
| _____ | _____ | 3. Breaker box locations / thermostat location. |
| _____ | _____ | 4. Power failure/Emergency Procedures, Gas Spills, Emergency gas shut off location. Emergency Numbers, Management numbers (Burgundy Book), reset switches, compressors. |
| _____ | _____ | 5. Equipment not working, Maintenance and repairs. |
| _____ | _____ | 6. Monthly Store Inspections |
| _____ | _____ | 7. Gas Veeder Root location and print out. |
| _____ | _____ | 8. Power failure/Emergency Procedures, |

SECURITY

- | | | |
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| _____ | _____ | 3. Accidents – employee/customer/property damage or loss. |
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New Hire Daily Training Feedback Report

Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

_____ 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 (print name) _____

DATE _____

TRAINER (print name) _____

DATE _____

DAY 10

STORE OPERATIONS

Train. Mgr.

- _____ 1. Shift change procedures and closes, verifying register drawers, coin dispensers, safe and lottery.
- _____ 2. Greeting customers/servicing customers/suggestive selling/thank them/invite back/no more than 3 in line/how and when to answer the phone.
- _____ 3. Customer complaints and problems – Courteous/ Office number 864-585-2784/ DO NOT GIVE OUT HOME/CELL PHONE NUMBERS.
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EQUIPMENT AND BUILDING

- _____ 1. Lights – inside and outside switches.
- _____ 2. Fire extinguisher locations.
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SECURITY

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

SECTION - 2

Final Employee Certification after completion of training and before employee works by themselves.

1. 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. What is our company's trash procedure?

(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? Yes ___ No ___

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.
- f. If something is out of stock, make a note for the Manager.

7. 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 Panic Alarm location? Yes ___ No ___

8. Have you been trained on the policy concerning Pump maintenance and General maintenance?

Yes ___ No ___

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

(Circle all that apply)

- a. Try to check them out as fast as you can.
- b. Tell the customer in a nice way to have patience with you; you will get them out as quick as you can.
- c. Press the buzzer to call for help.
- d. If the backup employee sees more than three customers in line, they should go directly to the register and help.

10. Do you know our procedures for items that will not scan at the register?

(Circle all the apply)

- a. Just wait, it may scan next time.
- b. Tell the customer you can't sell it.
- c. Find Out the price from the shelf and ring it up on the department key.
- d. Complete an item verification form for the Manager.

11. What is our company policy concerning what is allowed for cash payouts?

(Circle all that apply)

- a. Can pay cash for anything as long as they have an invoice.
- b. Newspapers.
- c. Supply items for the store by the Manager with a receipt.

12. Have you been trained concerning our company refill policy? Yes _____ No _____

13. What is the smoking policy?

(Circle all that apply)

- a. Smoke anytime as long as it is outside.
- b. Smoke away from all pumps, front doors and propane.
- c. Allowed to smoke every two hours (3 times per 8 hours) as long as there is not more than three customers in the store.
- d. Be respectful of other employees that don't smoke.
- e. Since you are smoking you can talk on your cell phone.
- f. While smoking you must have a dust pan and a broom in your hands sweeping the lot.
- g. If more customers go into the store and the employee would have more than three customers in line, you must put the cigarette out, wash your hands and wait on customers.

Employee Signature _____

Date _____

Employee Print Name _____

Manager Signature _____

Date _____

Manager Print Name _____



New Hire Daily Training Feedback Report

Managers complete your daily conversation with the New Hire on training process.

Date: _____

Employee Name: _____

Trainee comments from Discussion:

Trainer comments from Discussion:

Discussed

_____ 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.

**R. L. JORDAN OIL COMPANY
TRAINING CHECK LIST**

EMPLOYEE (print name) _____ DATE _____

TRAINER (print name) _____ DATE _____

I have been trained thoroughly on the all of previous 5 training pages. Any and all of my questions have been answered. I understand what the policies, procedures and my responsibilities are as an employee of Hot Spot. I understand that Hot Spot is in the customer service business. We wait on customers, they don't wait on us!

Employee signature Date Trainer signature Date

Manager signature Date