

Canadian Tire #360

Interactive Training Guide



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Module 1: Getting Started

WELCOME TO THE CANADIAN TIRE FAMILY!

Welcome to Canadian Tire Associate Store #360, your new home-away-from-home. We take pride in choosing only the best players so congratulations in making the cut. As part of the CANADIAN TIRE team you are considered a personal representative of our organization. Canadian Tire owes its success to courteous service, effective merchandising, mass purchasing and competitive pricing. Each store is independently owned and operated by individuals whom we refer to as Dealers.

This self-paced interactive manual will assist you in preparing for your future success with this organization. Each module is designed to guide you during your learning period with module training in all areas throughout the store. Each lesson has exercises and activities to be completed. Please feel free to use any and all resources available to you in assisting you through this process. I.e) Your *New Employee Handbook* along with your training buddy, fellow staff members and supervisors/managers, flyers, etc.....

“Cheating” is encouraged!

A little About My Training Partner

Your Training partners will play an important role in developing your knowledge about our store and your job. You will complete this training book with a partner, in addition you will have a knowledgeable individual assigned to assist you with questions throughout this process. This individual may be a supervisor/manager or a knowledgeable staff member. You will have support as you work through the appropriate exercises. Your training partners will help you through the “newly hired” transition. Don’t be afraid to ask questions. Remember....There are no dumb questions!

Exercise 1

Please take a few moments (5-10) to get to know your training buddy/training group. Introduce yourselves and spend some time getting to know each other. I.e) What are their likes/dislikes, what is their favourite TV show, do they have any children?

What are some of the things you discovered of your team mate and/or team mates that interests or surprises you? _____

Module 2: Where Are We?... Who are we with?

Exercise 1 – Company Info / Identify the players

We've just learned each store is owned and operated by an associate dealer. Each store may have their own set of Policies and Procedures, including store hours etc. Please take a few minutes to fill out the following information regarding our store and some of the main players.

What is the address of this store- Canadian Tire Store #360? _____

What is the main store phone number? _____

What are the phone extensions for the area I am working? _____

What are the Store's hours of operation?: _____

What are the Service Centre's hours of operation?: _____

What is the name of our Associate Dealer? _____

What is the name of our General Manager? _____

What is the name of your direct Supervisor/Manager? _____

What is the name of our Service Manager? _____

What are the names of our *Front End* Supervisor? _____

What is the name of our HR/Administration Manager? _____

Who do I contact if I am ill or unable to make a scheduled shift? _____

Where do I Clock-In/Out? _____

Where will I find my schedule posted? _____

Who is the Hardware Manager?: _____

Who is the ProActive Supervisor?: _____

Who is the *Cash/Customer Service* Supervisor?: _____

Who is the *Sports* Manager? _____

Who is the *Housewares* Manager/Supervisor? _____

Who is the *Parts/Auto Retail* Manager? _____

Who is the *Logistics/Warehouse* Supervisor? _____

Module 3: Our Store

Exercise 1

Please take 15 minutes to tour our store and its surroundings. During the store tour you will identify specific areas and check them off as you become familiar with their location.

I am familiar with where the following are located.

- ☐ Washrooms (staff and Public)
- ☐ Lunch Room
- ☐ Clock In/TWS Area
- ☐ Coat Room/Locker Room
- ☐ Office Areas
- ☐ Warehouse/Receiving
- ☐ Service Centre
- ☐ Staff Parking
- ☐ Staff Entrance

Store Department Areas

Exercise 2

I am familiar with the areas listed below and where they are. Please check them off as you become familiar with their locations.

- ☐ Auto Service
- ☐ Auto Accessories/Retail
- ☐ Automotive Parts
- ☐ Sports/Playing
- ☐ Hardware/Fixing
- ☐ Home Décor/Kitchen Place
- ☐ Housewares/Living
- ☐ Seasonal/Outdoor Living
- ☐ Cash/Customer Returns/Customer Care
- ☐ Logistics – Shipping/Receiving/Fill Crew/Promo

Exercise 3

The names of each area are listed on the right. Draw a line to the department that is typical of the products sold in that area.

Camping & Recreation

HOUSEWARES

Garden Supplies

AUTOMOTIVE RETAIL

Car Accessories

Small Appliances

HARDWARE

Lawn Furniture

Pet Supplies

PARTS

Pictures & Mirrors

Vehicle Repair

PLUMBING & ELECTRICAL

Auto Accessories/Car Care

Automotive Parts

SPORTS

Camping Accessories

Lawn Mower/Lawn Care

KITCHEN PLACE

Car Wax/Polish

Plants/Flowers

HOME DECOR

Overstock/Seasonal Merchandise

SEASONAL

Electronics/Computer accessories

Household cleaning supplies

SERVICE CENTRE/SHOP

Light Fixtures/Light Bulbs

GARDEN CENTRE

Garbage Bags

WAREHOUSE

Module 4 – Our Products

Product Numbers

What is a product Number? It is an important number that is used to identify every product in our store. The product numbers at Canadian Tire are designated to specific categories and are cross-referenced to manufacturers UPC number and bar codes.

A product number consists of seven digits. The first two (2) digits identify the product class, which is how related products are grouped together. The next four (4) digits identify the product itself. The last digit is referred to as the check digit, which is only typically used at the register for proper sequencing.

Sample: 76-2021-8 (portable propane cylinder)

76- (Product Class) 2021 (specific product) 8 (check digit) used at the register

Exercise 1

Walk through each department and find 3 related products from each area. Write down a description and price for each item.

Hardware: _____

Housewares: _____

Auto Retail: _____

Sports: _____

Home Decor: _____

Kitchen Place: _____

Exercise 2

Clearance Product

We have identified our clearance merchandise with ORANGE shelf labels. This enables our customers to easily identify these products. Clearance items are discounted for various reasons. ie: We have large quantities on hand, items have been discontinued etc.

Exercise: 2 - Please identify 6 products that are discount items

Product Numbers/Description

Product Numbers/Description

Module 5 – Job Tools and Resources

Working Areas: - What can I find at my work station

Most areas have a main desk along with most of the tools to assist you throughout the department. Some of the items located at your desk include a phone, computer screen, product knowledge information, warranty info, promo info, flyers, rain checks, out-of-stock tags, package repair tags etc.

Exercise: 1

Please take a few moments to walk the desk in your area and find some of the above items and identify their uses.

Exercise: 2

Complete a “sample” Rain check and familiarize yourself with the procedure. What do you do once a rain check is completed? _____

Flyers

The Canadian Tire flyer advertises both sale and great value featured products sold in our stores. Flyers are distributed throughout the community. Flyer dates run from Thursday thru Friday each week. Advertised items are displayed with a picture, description, regular price, sale/advertised price and the dates that the pricing is in effect. Each flyer has a corresponding deal number to reflect the week of the flyer. The deal number is listed on the bottom of the flyer. The deal number is identified as DE-304-19 (the last 2 digits identifies the year. This deal number is used often in our daily operations for things such as out-of-stock tags, and rain checks. Flyers are displayed and available at the Flyer Kiosk located at the front of the store & at Customer Care located at the back of Starting Place.

Note: Flyer pricing is considered confidential for up-and-coming deals and should never be shared with our customers prior to the sale dates.

Exercise: 3

Please take a few minutes to review the current weekly flyer. Find an item featured in the flyer and identify the location of it. Note: Some items are featured and listed as “*every-day low price*” which is the regular price. How can we distinguish sale items from regular priced items?

Flyer Item: _____ Reg. Price _____ Sale price: _____

Where is the item located? Dept: _____ Aisle # _____

What is the current deal number? _____ What are the flyer dates? _____

Module 6 – The Floor Inquiry Screen

We use an AS/400 computer to maintain necessary information throughout the store. This system is the blood-line of our business as it allows us to track our inventory status. The floor inquiry screen gives us information such as product status, description, On-hands, on order status and much more.

Sign-On:

Each time a computer is turned on a “sign-on” screen will appear. A User login Id and Password is entered in order to access the Inquiry Screen.

User. **shape**

Password **shape**

The inquiry screen is one of our most commonly used resources. It can provide you with important information about the on-hand status, the price of a product, how many are on order and when the product is to arrive.

Let’s review some important points:

Price – The screen may indicate a regular price or a high-lighted promotional price. Prices are subject to change. The screen will display the date of the last price change.

Status – Products are constantly changing and to keep up-to-date and informed the following codes indicate the products Store and Home Office status.

Store Status

A – Active--Product is a product that is regularly stocked in this store

N – Non-Stock--Item has not been regularly stocked in our store

I – Inactive--Item was once stocked but has been eliminated from the product line

Corporate/Home Office Status

A – Active	Product is stocked by the corporation
T – Temporarily Disc.	A supply problem has arisen and may be temporarily unavailable
S – Seasonally disc.	The corporation only stocks this item at certain times a year
F – Fully Discontinued	The corporation no longer stocks this item
X – Non-Stock	Product is not stocked by the corporation

Hold Codes- Are used for ordering purposes but can also identify information about the product.

D– Product ordered for deal only
G – Product that is Speed-to Market
I – Impulse product
K – Product for Keystone Source (Auto)
M – Product for Maurice Direct (Fishing)
S– Product is Seasonal
V – Super KVI (ends/bases)

Product Inquiry Screen

The Floor Inquiry screen gives us invaluable information that assists us with inventory status. This tool is only as accurate as the information entered. Remember, although we take every measure to ensure this information is accurate inventory errors do occur. Caution should be taken when relaying this information to our customers.

The following identifies some of the information we can obtain from the screen.

WTY – (Warranty) – This indicates the warranty of the product.

Retail OH – Displays the total quantity of the products within our store and warehouse

BinRet – (Bin Cap) – The bin cap represents the quantity of products that will physically fit into the retail space (home). The Bin Cap quantity identifies the bin caps of all the homes on the retail

Order -

Reg OO: Indicates the amount currently on regular order. As stock depletes the system is prompted to re-order so as not to run out.

Promo OO: Indicates quantity on order for up-coming sale. These products may be ordered up to 6 months in advance.

Pla OO: Indicates product is a Placing Order. It may be for seasonal purposes and is staggered to arrive at different times. Placing orders are typically in the system several months prior to the product arriving at the store.

S/O: Indicates product is on Standing Order and currently on back-order or unavailable. The product has not yet been received by the Corporation.

Lst Rcd: - Indicates the date that this product was last received. Be sure to look at this date prior to searching for an item. It may take up to 48 hours for the item to be processed in receiving prior to making it to the retail floor.

Rcd Qty: - Indicates the quantity that was received.

Rain Check: - Indicates whether a rain check can be issued for products currently on sale. Sale items are displayed with a Y (Yes) or N (No) beside the rain check column. Note: Rain checks are not available on special deals or promo items (600 or 900 deals) or for 99# products classes.

Command Keys:

These are keys that you can use from the inquiry screen to provide additional information when reviewing a products status on the inquiry screen or trying to locate products.

Exercise: 1

Practice signing onto the Inquiry Screen and entering product numbers. Review the information available to you such as how many we have on hand, how many are on order, when we can expect a future shipment. etc.

Using the information on the attached Floor inquiry screen please identify the following:

Product Number: _____ Description: _____

Store status code: _____ CTC Status Code: _____

Warranty (WTY): _____ Last date ordered: _____

Date Due: _____ Last date received: _____

Qty received: _____ Inv sts: _____

Last Sale: _____ How many are shrink: _____

Qty on Hand: _____ Qty on Order: _____

Reg. Price: _____ Related Product: _____

Last Price Change: _____ Location of product: _____

How many did sell today: _____ When was the last sale: _____

Is there a hold code? _____

How many did we sell YTD (Year to Date): _____

How many did we sell WTD (Week to Date): _____

How many did we sell PTD (Period to Date): _____

What is the min. OP (minimum order point): _____

Exercise 2

Experiment with the command codes at the bottom of the inquiry screen. What information can you obtain by using F24 (CMD 24 key) Find a product using alpha search.

Exercise 3

Each product has a 7-digit Product Number which identifies each item and relates it to a Product Class in each department. Use your ***Inquiry Screen*** and the ***Product Classification List*** and walk through each department to find the following products in each area below. Briefly describe each item and in which department it was located.

Product #	Description	Department/Isle
59-4546-0	_____	_____
84-8619-2	_____	_____
17-1704-2	_____	_____
53-0150-6	_____	_____
53-0328-6	_____	_____
49-7177-4	_____	_____
76-2021-8	_____	_____
63-1266-2	_____	_____
49-7025-6	_____	_____
42-9722-8	_____	_____

Computer Self Check:

- 1) What type of computer do we use? _____
- 2) What is the sign-on for your department? _____
- 3) What does I/F mean? _____
- 4) Does the inquiry screen tell me the last sale price? _____
- 5) Does the inquiry screen give me the location of an item in the department? _____
- 6) What are two (2) things I may want to know before physically searching for a product?

Identifying products in each department

Exercise 4

The aisles in each Department are identified by “valley signage” displayed near the top at the end of each aisle. The product signage assists the customers as to what types of products are located down each aisle. What types of products will find down the following aisles based on the displayed end signage.

Aisle 5 _____

Aisle 67 _____

Aisle 90 _____

Aisle 58 _____

Aisle 61 _____

Aisle 36 _____

Aisle 28 _____

Aisle 15 _____

Aisle 60 _____

Aisle 72 _____

Aisle 86 _____

Aisle 48 _____

Aisle 21 _____

Aisle 9 _____

Aisle 79 _____

Exercise: 5

The following is a list of the many positions available at Canadian Tire. Take a few minutes to review your Job Description and document what you believe to be some key duties in your new position:

Store Positions:

Service Centre	Auto Technicians Installation Technicians Service Advisors Back Parts
Front End – POS (Point of Sale)	Cashier
Customer Returns/Exchanges	Returns Clerk
Customer Care	Customer Service
Retail Areas	Retail Sales Associate
Logistics	Shipping/Receiving Warehouse Fill Team/ProActive Promo
Office	Human Resources Business Manager Cash Balancing Admin
Sales Support	Cart Care/Customer Carry-Outs
Management/Supervisors	General Manager Retail Warehouse/Receiving/Fill Team

My duties in my new position are: _____

Module 7: eLearning

eLearning is an exciting “internet based” training tool that is geared toward product knowledge and customer service of specific products related to each department/area. We encourage all staff to obtain “Completed” status for eLearning in your home departments. This consists of 15 lessons as required.

Exercise:1

Please take the next hour to experiment with eLearning. Review and complete the following eLearning Modules. Please document your score.

- | | |
|--------------------------------|-------------|
| 1. Welcome to the Triangle | Score _____ |
| 2. Accessible Customer Service | Score _____ |

Module 8: Our Mission Statement

Treat each one of our patrons as we ourselves would wish to be treated....Thus, creating customers for Life!

Exercise: 1

Briefly describe what you think is the meaning of our Mission Statement. _____

The 10 Foot Rule

Customer service is our business! Our goal is to develop relationships with our customers by providing positive experiences each and every time to ensure they become customers for life. The 10-foot rule is applied when we acknowledge and assist each customer that comes within a 10 foot radius. This lets the customers know we care and that we are here to provide a service to them that is unmatched by any competitor. Keep in mind that most customers just want to be acknowledged and know that should they require additional service it is available to them. At times a simple “hello” or a smile will suffice.

Exercise: 2

Take a few minutes with your training buddy to demonstrate how you would execute the 10-foot rule. You can even go one step farther and attempt to implement this technique on the sales floor. Remember, part of being a great sales associate and giving outstanding service is recognizing and admitting to the consumer that although you may not have the answers at your fingertips, you are able to utilize available resources to find what they are looking for. (Ie: fellow staff, floor inquiry screen, flyers and store/aisle signage.

Module 9: Health & Safety

The management of Canadian Tire #360 is committed to the health & safety of its workers. Therefore, we enforce a set of strict guidelines and procedures regarding our safety processes.

Exercise: 1

Please identify 3 individuals who have First Aid Certificate:

Employee responsibility

It is also your responsibility to help keep your work environment safe. Following appropriate procedures are expected. Should you observe anything that compromises your safety or the safety of others, it must be reported immediately so action can be taken to rectify the concern immediately. The wearing of protective equipment is required while working in the respective areas. I.e) battery station, key cutting etc. It is also important to report any accidents/injuries to your manager immediately so that the appropriate documentation is recorded and submitted to WCB .WHMIS (Workplace-Hazardous-Materials-Information-System) It is important to be familiar with the proper storage and handling of any products that may be hazardous.

Exercise: 2

Please Review and complete the following elearning Modules. Please document your score.

- | | |
|-----------------|-------------|
| 1. WHMIS | Score _____ |
| 2. SAFETY FIRST | Score _____ |

Exercise: 3 --Health & Safety Walk

Use the checklist below to walk the floor and locate the each item.

- ☐ Locate 3 fire extinguishers.
- ☐ Identify the nearest fire exit in your department
- ☐ Identify a fire alarm
- ☐ Locate the First Aid Information
- ☐ Locate and review the list of First Aid Attendants
- ☐ Identify an area in the Warehouse where WHMIS would apply
- ☐ Identify an area in sports where WHMIS would apply
- ☐ List 3 areas that could be potential hazards within our store
- ☐ Locate and become familiar with the use of the compactor
- ☐ Review the MSDS system via the Canadian Tire web site WWW.canadiantire.ca

Module 10 – Communication

Because we want you to succeed, we'd like you to feel confident in your new role at Canadian Tire. For this reason, you are encouraged to discuss any questions, suggestions or concerns with whom you feel comfortable. Ideally you should speak with your direct supervisor/manager first. Human Resources is also available.

Meetings/Huddles

We use many different forms of communication that help in the development of our Canadian Tire Team. Team huddles are held at 7:50am each day. Staff typically meet at the **Front Entrance** of the store and discuss the plans for that day.

Telephones

The phone system is an automated system that allows the customer to be forwarded to the department of their choice. A receptionist is available should the customer need more assistance. Proper phone etiquette is required whether we are answering the main switchboard phone or a phone located in our department. Note: Feature 222 allows us to page individuals within the store. Always use the red release (**rls**) button prior to replacing the handset.

Paging

You can use two different methods to page within our store.

1. Radios (Communication device)
2. The EFD's (Electronic facing devices)

We ask that you utilize the PA system as a final resort. We want to create an enjoyable shopping environment for our customers that is free of noise, therefore please utilize the EFD's or the phones prior to paging.

Exercise: 1

1. Take a few minutes to practise proper phone etiquette with your buddy as outlined in your New **Employee Handbook**. Available on our employee website <https://www.canadiantire360.com> Password is ct360
2. Using the department telephone extension list on page 8 of your employee handbook call a department and introduce yourself to the clerk who answers.
3. Using the paging system, page your buddy to call the extension of where you are calling.
4. Using a Radio ask if anyone knows if we carry the **Speedy Sharp** sharpening tool and if so where is it located.

Module 11 – Cleaning, Facing and Regular Maintenance

Aisle Maintenance/Cleaning/Facing:

We take pride in presenting a well-maintained store to the public. This means our store must be clean, faced and well merchandised at all times. We are responsible for continuous maintenance throughout the day.

Facing/Aisle Maintenance (definition): the process that beautifies the aisle and makes is appealing to our customers. for multiple homes, a facing is the quantity of fronts of packages that are visible to the customer. Ie) a home holds 6 products and they all sit in one row on the shelf, this would be 1 facing. You can see the front of one package. Adversely, a home holds 10 products with 5 rows on the shelf, this indicates 5 facings.

Facing is the process of restoring the aisle to 100% selling presentation. The first step in the facing process is to ensure all product is in its proper home. Customers can often replace items in the wrong home. When we face we are pulling products to the front of the shelves and/or pegs to give the perception of fullness. Products that have been moved, opened or have torn packaging must be repaired and placed back in its proper home. Keep in mind that all packages shall be displayed right-side-up with the English side facing the customer.

We want to ensure products with multiple homes have been distributed evenly within the strike zone. The strike zone is the area that the customer most frequently shops and can easily access. This area is defined as the area of the aisle that is located between your knees and the top of your head. The strike zone should be given the most attention.

We must also put a large emphasis on the cleaning process. Each counter or aisle must be clean of dust, dirt and “gunk”.

Exercise: 1

Take a few minutes to face and clean a 4-foot section of pegged items. Make sure there are no items that have fallen or are in the wrong home. Do you see any packaging in need of repair? You should always start at the bottom and work toward the top when facing. Start by bringing products to the front of the peg. Make sure that you are re-allocating product to empty homes and/or the strike zone.

Exercise 2

Take a few minutes to face and clean a 4-foot section of an area with shelving. Labels should be centred and in unison. Do not over-fill any area.

Module 12 – Product “Holes” and Filling

What is a “Hole”? A hole is an empty home or area in an aisle that does not contain merchandise. If a home has 5 facings and stock only in 2 facings then there are 3 holes for that product. A hole may also mean that there is a peg or a section of a shelf that has no label or product designated to it and it is empty.

This is an aspect of retail that haunts all dealers, staff and customers. Why? Because when customers come into our store for product and the shelf is empty it leaves a negative impression on our customers and they will go to our competition.

There are 7 different types of holes. Staff can control many holes by following simple processes. If you come across an empty home (hole) you can first scan the hole to determine why it is empty.

Remember, there are other means of displayed merchandise in addition to counters and aisles. We also have skids, ends, wing-panels, dump-bins, and checkouts that require regular filling and maintenance.

Holes that can be remedied immediately include:

1. There is a product on hand, however the shelf is empty because it has recently been purchased. This hole can simply be filled by getting the necessary product from the under-drawers or from the warehouse.
2. I/AZ status (DWO) – This product is discontinued when out of stock. Remove the home when empty. Replace with new item.
3. I/F This represented product that is inactive and will not be ordered or sold in our store. Remove the home when empty. Replace with new item.
4. The home may be empty and the product is in our store, however it has recently arrived and may still be in the processing area of receiving. It may take up to 48 hours to reach the retail floor,
5. The product on-hand may be cross-merchandised in a secondary location. This means an item may be found in more than one aisle in the store. Note: the secondary locations will be displayed on the inquiry screen. This can be rectified by removing the product from the secondary home to fill the primary one. Don't forget to replace the secondary home with new product and be sure a new sign/label is displayed.
6. Facing issues revisited. We can eliminate holes by addressing merchandise with multiple facings. Reduce the size of the home.
7. Holes that are unable to be corrected immediately are products with zero On-Hands and zero On-Order. It is unavailable to us currently (standing order), however it is still being carried in our store. An out-of-stock tag must be evident.

Note: In the event a product is empty and there is none on order please advise your manager. Also, if the computer indicates that there are on-hands, however, you can't find them advise your manager so they can be taken out of the system and more can be ordered.

Primary Fill:

Primary filling occurs when we fill the retail floor with product that has recently been received and is brought to the floor from the receiving area. Stock that does not fit into the home is considered “Overstock” and is then returned to the warehouse for storing or is put into the aisle drawers beneath the home.

Secondary Fill: - Reverse Fill/Under drawer Flush/ Top-Down Fill

Secondary filling takes place when we create pick lists from identifying empty homes or low stock levels in a home. Using these lists we are able to locate the stock from the warehouse or under-aisle drawers to fill the homes. We are able to pre-determine how many are needed to fill the home.

Out of Stock Tags:

What if an item is “out of stock”? Any holes should be identified within a day and either filled with product or an “out-of-stock” tag placed with the price label. The out of stock tag must have the current deal number written in big numbers using a bold marker and the date the label was placed. This helps us with our filling processes and also identifies to the customers that we are temporarily out of stock on that item.

What if I can’t find a product?

In the event that you are unable to find a product that the computer indicates to have On-Hands and you have determined that the product is not to be found you will submit a command 14 (CMD14) on the floor inquiry screen. This will prompt the computer operator to request an audit on that item and if item is not found by the supervisor/manager it will be removed from the computer as “shrinkage”. Once you have pressed CMD14 in the floor inquiry screen of the item in question a secondary screen will display where you will type 1 (for audit), and then [field+], the quantity you are auditing, [field+], the reason of the audit(ie: CNF if you Can Not Find, [field+] and then your name and [enter])

Exercise: 1 Take a tote or bin or cart from the warehouse in which to practice primary filling. Ask warehouse staff for assistance. Take the bin or cart to the retail floor and put the product in its home. If you have overstock it should be returned to the warehouse or put into the under-aisle drawers.

Exercise: 2 Find an empty home on the retail floor and locate the overstock product to fill that hole. Ask warehouse staff for assistance.

Exercise: 3 Find an empty home with zero on-hands and complete an out-of-stock tag for that product.

Fast Find

Fast Find is a process by where ALL products are given a location within the store and warehouse. This ensures ease of product retrieval.....Hence the name Fast Find! Review Handbook

Proactive

Fast Find locations are very important and are the basis for the Proactive Filling System, which uses sales data to know what products need to be filled on the retail floor.

Module 13

How to Create a Sign

1. Sign onto an RF Gun. The user screen will request user name and password. **User Name – RF (Fieldplus) Password – RF (enter)**
2. **Enter option “01”, press enter**
3. **Enter “09” for RF Signage Request, press enter**
4. **Enter a Batch Name, this is typically your name or the isle number , press enter**
5. **Press the F4 key to select the required sign type**
6. **Scroll down to the sign type you need and type the number 1 next to it. Press enter**
7. **Press Enter again**
8. **Press Enter again**
9. **Begin scanning/typing the product numbers/UPC that you require signs for.**
10. **Once you have entered all the scan codes for the required signage press the F10 key to create your signs.**
11. **Press Enter**
12. **Your signs will then be created and are ready to be printed.**

How to Print Signs

1. **Signs are printed at the Customer Care Desk. From the sign menu type “41” (work with signage output) in the option field.**
2. **Scroll down to locate your batch name (the name/number you created)**
3. **Enter “6” next to it and place the correct type of signage paper into the printer and close the paper tray.**
4. **Press Enter**
5. **Once prompted Press “G” (Go) to begin printing**

Note: signs may be re-printed should an error occur during printing

Canadian Tire Terms to Know

CT Lingo

10 Foot Rule – this is a golden rule that should be used at all times. When a customer comes within 10-feet of a staff member, it is the responsibility of each staff member to smile, greet and offer assistance.

AS/400 – Our stores main computer. This system is interfaced with several smaller terminals (CRT's) that allow us access to company and inventory information. This computer is used for all aspects of business operations such as inventory, sales, signage and ordering.

Audit - the process of verifying stock levels for individual products. Ensure the computer on-hands match the actual counts. Use command 14 (cmd14) to request inventory adjustments in order to remove or add items from the computer.

Bin - The black or grey shipping containers that we receive product in.

Bin Cap – The quantity of one product that the home on the retail floor will physically hold in that location or space. Ie) If there is one row of 6 air filters on the shelf then the bin cap is 6.

Customer Care – The desk that is located at the back of “Starting Place” where the customers can obtain general information and assistance. Cashiers>Returns staff are typically part of the customer care team.

Customer Service – Exceeding the customers' expectations for assistance, product knowledge, product quality, and service within our store. Giving great customer service is the responsibility of all employees in our store.

Customer Service – The desk near the front of the store where customers are able to return/exchange merchandise that may be defective or not suitable.

Deal – Canadian Tire uses this term to define any type of price reduction below the regular retail price. Deal price is also known as sale or promo price. There are different types of deal pricing such as weekly sales, discontinued items, end of season promo, etc. Each deal has a “deal number” to identify the type of markdown pricing.

Defective – A term used to describe merchandise that does not work or has been damaged as a result of a manufacture defect.

Discontinued – A product status that indicates the product is no longer carried or active with the Canadian Tire Corporation.

Driving - Also known as Automotives. Is the department on the retail floor that has the automotive accessories, some replacement parts and the tool section.

Duty Manager – Is the manager identified to oversee the day-to-day operations such as front end authorizations, customer concerns and/or management calls for that day.

DWO – **Discontinued When Out.** Is the status of products that when sold will no longer be active. This is also identified with an ordering hold code of I/A Z. This means that once the product at the distribution centre is gone the corporation will no longer carry that item.

eLearning – An internet based training system used to educate staff on all levels. Courses are related to customer service, product knowledge, selling skills, and much more.

Facing – The process of cleaning the aisle or displays. Move product to the front of the shelf or peg to give the perception of fullness, and to beautify the aisle.

Facing – Is the number of “items/products” shown on a shelf or hook. Ie) if there are 6 peg-hooks with the same product on all 6 hooks, then there are 6 facings of that product.

Fixing – Also known as “Hardware.” Is the department on the retail floor that has the paint, plumbing, electrical and seasonal hardware items.

Hold Codes – A letter code that identifies items as they are received for ordering purposes. Ie) Product hold code “I” identifies certain products when they arrive as Impulse items.

Hole – An empty space in a display or on an aisle where a product should be. An empty home. Holes are caused when items are purchased but not yet replenished.

Invoice Numbers – A list of products dispatched. This number defines the orders coming from the distribution centre or depot. Each trailer/truck that we receive has one or more invoices to reflect the product about to be received.

Living – Also known as “Housewares”. The department of the retail floor that has the kitchen accessories and small appliances.

Logistics – The term used to describe the area individuals work in related to the warehouse. Ie) Receiving, storing, filling, promo etc.

Manager – The person that is responsible for managing and directing the daily operations of a department or area in the store. Managers are also responsible for planning and execution.

Out-of-Stock Tags – A tag that identifies products that are temporarily out of stock. A small brown O/S tag is attached to the shelf or peg of empty product with no on-hands. Product should be on order.

Overstock – The left over product that will not fit in the homes on the retail floor as they are full. This is to be stored in the warehouse or under-drawer bins.

Plannogram – The tool that is used to assist in the initial setup of an aisle or display. Plannograms are created in Retail City in Toronto in an actual merchandised setting prior to being printed and forwarded to each store. Plannograms are identified based on store size.

Primary Fill – The process of receiving and distributing truck stock to the retail floor for filling.

Peg – The metal or plastic piece that attaches to peg board or shelving to hang product on. The length of this fixture will vary.

Playing – Also known as Sports. The department on the retail floor that has the leisure products, sporting goods, clothing and footwear items.

Product Number – A seven digit number that identifies each different product throughout the store. Product numbers are used for all purposes in store operations such as ordering, receiving, till transactions, filling, etc.

Product Status – There are two types of product status. **Store status** and **Corporate status**. This status identifies product availability and whether it is active or discontinued.

Rain Check – Is a small 2-page duplicate form that is completed by a staff member and issued to the customer to ensure sale pricing of items that are currently out of stock. The top white copy is given to the customer and the yellow copy is sent to the office for ordering. Not all items are available for rain check. The computer will indicate rain check status for each product.

RF Gun – Radio Frequency Gun. Is an electronic piece of equipment used by staff on the retail floor and warehouse to scan and maintain inventory. These are also used for creating signage and reports. The RF Gun displays much of the information that the main computer can.

SKU – **Stock Keeping Unit**. Is another term for product number.

Special Orders – Also known as Customer Orders. Orders are made for products that are non-stock and not typically carried at our store but are available from the Canadian Tire Corporation. (ie: Large garden sheds, snow blowers etc.)

Starting Place – This is the central area at the centre of the store where we are able to showcase items. Items are displayed for things such as seasonal product (Lawn Furniture) and high profile items.

Strike Zone – The area of an aisle or display that the customers typically shop from first. This is the area of the aisle that would correspond with the space between your knees and the top of your head. (ie) approximately between 2–5 feet.

Supervisor – Is the person responsible to ensure the staff are executing the managers' instruction and to follow-up on the quality of work done. Supervisors are responsible in the event of absence of the manager.

Tote – [noun] See Bin

Training Buddy –This person is assigned to assist you during your training period. This person may be a knowledgeable staff member, supervisor or manager.

UPC - Is the bar code and number on the package that is used to scan each product. It is identified with a product number associated with the UPC.

Vendor –The vendor is the supplier that supplies an individual product. (Ie: Coleman is the vendor for many of our camping products. Vendors supply the products to our main distribution centres in Calgary and Toronto. The corporation then ships them to us as orders are placed.

Warehouse –Is the area for temporary storage of product at the back of the store. This area is used to store seasonal merchandise, over-stock and newly received merchandise.

WHMIS –**Workplace Hazardous Materials Information System.** The information system that helps us deal with chemical spills or accidents in addition to the proper storage and handling of potential dangerous products.

EFD – The Electronic Facing Device is a multi-functional tool that will assist in many aspects of our daily tasks. They operate as a RF device and Portable phone. The log In PIN is 2810.

New Employee Checklist

- ☐ *I understand as part of the staff at Canadian Tire I am both a member of my store's team and my store's representative to the public*
- ☐ *I am familiar with the various departments that make up our store*
- ☐ *I know the location of our store's warehouse and where various products are stored.*
- ☐ *I know the names of my dealer, our general manager, and my immediate supervisor*
- ☐ *I understand the importance of communicating effectively with my manager/supervisor*
- ☐ *I am familiar with the benefits that are offered at our store*
- ☐ *I know what day is "Pay Day"*
- ☐ *I am familiar with where the assigned staff parking is*
- ☐ *I am familiar with eLearning and my obligation to the program*
- ☐ *I am familiar with the "New Employee Handbook" and its contents*
- ☐ *I know what to do in the event of emergency or fire*
- ☐ *I am familiar with Health & Safety Standards*
- ☐ *I am familiar with my Job description understand my duties and responsibilities*
- ☐ *I know the "Clock-in" Procedures*
- ☐ *I am familiar with break allotments and process*
- ☐ *I am familiar with where the staff entrance is located and the policy*
- ☐ *I am familiar with the paging/communication systems and how to operate them*
- ☐ *I know who to contact in the event of illness or absence*
- ☐ *I am familiar with the 10-foot rule*
- ☐ *I know how to issue a rain check and complete a customer order. (non-stock)*
- ☐ *I am familiar with weekly flyers and sales*
- ☐ *I am familiar with the "Inquiry Screen" and the information it provides*
- ☐ *I know what our Associate Store Number is*
- ☐ *I am familiar with Filling and Maintenance procedures*
- ☐ *I am familiar with the Store Audit Process*
- ☐ *I am familiar the "dress code" standards and the importance of being well-groomed*
- ☐ *I understand that I am obligated to abide by all policies and procedures*

FINAL REVIEW

1. What do you believe are the most important aspects involved in running our store? Why? _____

2. Identify the areas /departments within our store. List some products you would find in each area. _____

3. Product numbers are applicable to all aspects of our jobs. Provide examples of how they are used. _____

4. What are some of the resources are available to assist you in service our customers? _____

5. Communication is the key to a positive work place. List some of the communication resources available. _____

6. What are the main functions of our AS/400 computer? _____

7. Describe the process of “facing” a 4-foot section. _____

8. List and describe the 2 different filling processes. _____

9. Describe a situation that would warrant issuing a rain check or completing a customer order form for a special order. What is the process? _____

10. How can you determine if a product is on-hand, how many there are, or when it was received? _____

11. What are some important things to know prior to searching for merchandise? _____

12. Explain the differences and individual properties of signs and labels. Ie) describe a regular sign versus a sale/promo sign. _____

13. In order to improve our training program, please indicate if you feel information was missed or not adequately outlined during your training? If so please state: _____

