

Team member name: _____ Start date ____/____/____

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Day 1	Day 2	Day 3	Day 4	Day 5

Ruby/Register Training

How to clock in/out	/	/	/	/	/
How to sign in	/	/	/	/	/
How to correctly ring up sale and organize money. Transaction time goal is less than 17 seconds.	/	/	/	/	/
Using different Departments	/	/	/	/	/
When to use the NO-Sale key and procedure for receipt	/	/	/	/	/
How to count back change to the Customer	/	/	/	/	/
How to change paper in register	/	/	/	/	/
Suspending & Retrieving a sale	/	/	/	/	/
Pump Stop vs. ALL STOP	/	/	/	/	/
How to run closeout reports	/	/	/	/	/

Debit Cards & Credit Cards

Always ask Customer if you would like a card ran as DEBIT. This saves the company money.	/	/	/	/	/
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How and when to make a Safe Drop

Where are the drop envelopes	/	/	/	/	/
Write down the drop # and amount on Shift Sheet	/	/	/	/	/
How to complete Safe Drop on Ruby	/	/	/	/	/
Drop all \$50's and \$100's immediately in the safe.	/	/	/	/	/
Make several \$100 drops. Do not allow money to build-up in register. Go over limit?	/	/	/	/	/

Lotto machine and Scratch Lottery tickets

How to run closeout reports	/	/	/	/	/
How to Cancel a ticket if a Customer changes their mind	/	/	/	/	/
How to run multidraw tickets, pick 3's, etc.	/	/	/	/	/
How to record ending lottery ticket numbers on shift closeout	/	/	/	/	/
Different lottery ticket values- \$1, \$2, \$3, \$5, \$10, \$20, \$30	/	/	/	/	/
How to change paper in lotto terminal	/	/	/	/	/
How to complete a payout	/	/	/	/	/

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Fuel Man Cards

Non-Branded stores run on Ruby.					
Branded stores run through separate machine					
How to properly complete transaction					

Fleet One Cards

Non-Branded stores run on Ruby.					
Branded stores run through separate machine					
How to properly complete transaction					

Manual Credit Cards

When and why do you imprint credit cards					
Identify the manual imprinter					
Calling in for Authorization					
How to fill out information and imprinting the card					

Cheers Charge Cards - In-House Accounts

Non-Branded stores run on Ruby.					
Branded stores run through separate machine					
How to properly complete transaction					

Cheers MVP Machine

How to put points on card					
How to redeem points off card					
How to check the balance on the card					
How to run reports.					

Cheers Gift Card Machine

How to sell a card					
How to use the card as payment					
How to check the balance on the card					
How to run reports					

Code for safe to get change

How to open bottom safe for change-Keep doors shut and locked					
How to successfully drop money in top safe using correct drawer					

Check Machine

Review check policy					
Review items required to be on all checks					
How to scan check					
Different codes and what they mean					
What to do if a check is not acceptable					

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Using the Intercom

Talk clearly and Professionally "uniform greeting?"	/	/	/	/	/
How to turn on and off	/	/	/	/	/

How to complete the shift paperwork

Figuring your Cash over/short

What to do if cash is excessively short

How to use PLU's

Finding PLU list	/	/	/	/	/
Ensuring all cigarettes are labeled with PLU's	/	/	/	/	/
How to ring PLU's into the register	/	/	/	/	/

How to check in Vendors

Customers are our 1st Priority, Vendors can wait	/	/	/	/	/
Ensure Vendor signed Vendor Log located on systems board	/	/	/	/	/
Verify that all items on ticket are accounted for	/	/	/	/	/
Sign and date ticket	/	/	/	/	/

Restricted Sales Procedures:

Alcoholic Beverages, Tobacco Products, Lottery Tickets	/	/	/	/	/
Any person that appears younger than 27 years of age must provide a valid ID - list of acceptable IDs	/	/	/	/	/
No one under 18 years of age can purchase Lottery or Tobacco	/	/	/	/	/
No one under 21 years of age can purchase alcoholic beverages	/	/	/	/	/
The Ruby will prompt you for a birthdate - enter birthdate to verify age.	/	/	/	/	/
No ID - No Sale!	/	/	/	/	/

Merchandising/Displays/Stocking

How to check in and properly place merchandise on shelves planograms	/	/	/	/	/
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Pricing

How to label merchandise with the correct price	/	/	/	/	/
How to load labels in the price gun	/	/	/	/	/

Fronting/Facing

How to pull all merchandise to the front of shelves to keep items looking neat, straight, and full.	/	/	/	/	/
Spend slow times between Customers organizing and keeping products faced and clean off dust	/	/	/	/	/

Product rotation/Out of dates

How to read dates of merchandise	/	/	/	/	/
What to do with merchandise that is out of date	/	/	/	/	/
What to do with damaged merchandise	/	/	/	/	/

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Food Service/Deli Area

Coffee Program	/	/	/	/	/
How to make coffee	/	/	/	/	/
How to know when coffee is fresh	/	/	/	/	/
How to clean coffee machine	/	/	/	/	/
How to fill cappuccino and not over fill	/	/	/	/	/
Keeping the equipment clean	/	/	/	/	/
Changing BIBS on the fountain - check code date, rotate & sanitize nozzle	/	/	/	/	/
Cleaning fountain heads	/	/	/	/	/
Stocking coffee and soda cups, lids, straws, etc	/	/	/	/	/
Preparing Hot Dogs	/	/	/	/	/
Cleaning the Roller grill	/	/	/	/	/
Placing buns in wrappers/containers	/	/	/	/	/
Condiments	/	/	/	/	/
Making Sandwiches - Sandwich Program	/	/	/	/	/
Writing spoilage down on Waste Sheet located on systems board	/	/	/	/	/
Sanitation Procedures - Washing hands, using gloves, etc.	/	/	/	/	/
Sanitizing Equipment & work surfaces - 3 compartment sink	/	/	/	/	/

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Safety - Locate the following and how to use

Panic Button	/	/	/	/	/
Fuel emergency Shut-off RESTART Procedures	/	/	/	/	/
Emergency Contact numbers for Store Manager, VP, President	/	/	/	/	/
Fire Extinguishers	/	/	/	/	/
First aid kit	/	/	/	/	/
Breaker Box	/	/	/	/	/
How to turn on/off Canopy lights When and when not to have them on.	/	/	/	/	/
Oil absorbent - how to clean gas spills	/	/	/	/	/
Wet Floor signs	/	/	/	/	/
What to do if a customer accident occurs	/	/	/	/	/
What to do if a team member accident occurs	/	/	/	/	/
Show where blank incidents reports are located.	/	/	/	/	/
Power Outage	/	/	/	/	/
Proper lifting procedures - hand carts	/	/	/	/	/
Proper use of step stools / ladders in store & outside	/	/	/	/	/
OSHA - Hazard Communication Plan	/	/	/	/	/

Cleaning

Using the Task List - Mandatory - Located on systems board -Ensure new TM knows the expectations and Importance of Staying Busy - Clean as you Go!	/	/	/	/	/
Cleaning Chemicals - What to use and when. How to mix.	/	/	/	/	/
Floor Sweeping and mopping	/	/	/	/	/
Keeping restrooms deep cleaned - every 1/2 hour	/	/	/	/	/
Keeping backrooms clean and organized	/	/	/	/	/

Cooler

Delivery Check-in	/	/	/	/	/
Door, floor, shelf cleaning	/	/	/	/	/
Stocking and rotating product	/	/	/	/	/
Backstock Management	/	/	/	/	/
Keep all labels faced and fronted when stocking	/	/	/	/	/
Safety stacking limit - no more than 6 cases high	/	/	/	/	/

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Gasoline

Different Grades	/	/	/	/	/
Color Codes	/	/	/	/	/
How to properly install fill caps	/	/	/	/	/
How to stick tanks - Read the stick to 1/8". Stick the lowest inventory tanks first. Look at gauge stick while it	/	/	/	/	/
How to check for water using paste - Use only up to around 2 inches on the stick.	/	/	/	/	/
Pay at Pump & how to change paper in pump	/	/	/	/	/
Gasoline pricing discussion and questions	/	/	/	/	/

Other

Designated smoking area-when and where is it acceptable to smoke	/	/	/	/	/
Locate the telephone system	/	/	/	/	/

Plus-selling

Easy ways to suggestive sell merchandise - 2 pack specials are easy!	/	/	/	/	/
Try it! It works! The worst that can happen is "NO"	/	/	/	/	/
Ask "Did you find everything that you needed?"	/	/	/	/	/

Customer service / G.U.E.S.T.

Greeting	/	/	/	/	/
Understanding	/	/	/	/	/
Eye Contact	/	/	/	/	/
Speedy Service "17 seconds per transaction?"	/	/	/	/	/
Thanks! "offer receipt?"	/	/	/	/	/
Review each question on the last mystery shop. Go over how to maintain a high score.	/	/	/	/	/

Mission statement / Principles

Mission statement review. What it means/how we can achieve it and enforce it every day on every shift.	/	/	/	/	/
PEDWHL - What it means. Go over examples of how we can practice and enforce it.	/	/	/	/	/

Test score

I verify that I have trained the new Team Member over the past 5 days. Together we have reviewed all items on this list. The new Team Member has been properly trained and is ready to work without trainer.

Store Trainer
Date: ____/____/____

I verify that I have been trained by the Store Trainer over the past 5 days. Together we have reviewed all items on this list. I feel that I have been properly trained and I am ready to work without trainer.

Team Member
Date: ____/____/____

This completed form should be returned to your supervisor to be filed in the team member's personnel file.