

Training Reference Guide

Before Hiring

- Add employee to both Square payroll and Square register. Give employee login ID.
- Order uniform shirt if none are on hand
- Give employee Facebook editor privileges
- Invite employee to relevant FB groups
- Introduce employee to store FB message group
- Invite employee to Discord channel and assign role
- Give employee training schedule—2 opening, 2 closing shifts
- Review uniform standards before first shift
- Assign alarm code

Day 1: Closing Shift

- 1) Till Changeover
 - a. Explain the purpose of the buy bag and how we verify it and the till for changing shifts.
 - b. The opener messages pre-tax sales and cash over/short to Lloyd, including an update of the buy bag.
- 2) Onboarding
 - a. Give a brief history of the store
 - b. Review image expectations, including uniform policy
 - c. Explain employee benefits
 - d. Explain pay periods
 - e. Explain discount policy
 - f. Explain raises
 - g. Demonstrate how to clock in & out
- 3) Store Tour
 - a. Provide a detailed walkthrough of each section of the store
 - i. Games Workshop department
 - ii. Paint & Hobby department
 - iii. Role-playing game department
 - iv. Board game department
 - v. Mainstream products department
 - vi. Collectible card game department
 - vii. Behind the counter
 - viii. Game play area
 - ix. White board
 - x. Restrooms & cleaning supply closet
 - xi. Ebay work station
 - xii. Overstock shelf
 - xiii. Rack & hook storage

- xiv. Back room & long-term storage
 - xv. During the tour, be sure to point out the most popular products from each category and when they're played.
- 4) Inventory
 - a. Explain inventory duties
 - b. Explain methodology
 - 5) Point of sale system
 - a. Demonstrate how to ring up a sale
 - b. Demonstrate how to process electronic payment
 - c. Demonstrate how to start or settle a customer tab
 - d. Demonstrate how to use TapMango
 - e. Demonstrate how to sell a gift card
 - f. Return/exchange policy
 - 6) Task of the day. Go over the task of the day. Things like sorting cards, making repacks, making displays, updating the calendar, and so on.
 - 7) Closing procedure.
 - a. Point out the closing checklist.
 - b. Explain each closing chore and how to do them.
 - c. Review alarm procedures.

Day 2: Opening Shift

- 1) Opening procedure. Explain the alarm again and go over opening chores and duties.
- 2) Store Tour
 - a. Ask the trainee to give you a tour of the store.
 - b. Make corrections and suggestions
- 3) Store services
 - a. TapMango
 - b. GM Incentives
 - c. Customer tabs
 - i. Collect IDs when opening a tab
 - ii. No tabs open past the end of the day
 - d. Special Orders and Preorders
 - i. Show use of the form
 - ii. Discuss special orders when receiving
 - iii. Show where special orders that have arrived are stored
 - iv. Show form for attaching to special orders
 - e. Lockers
 - f. Reserving Tables
 - i. Table priority: store event, regular event, open play
 - ii. Show employee where the reserved signs are kept and how to use them
 - g. Painting Station
 - i. Cleaning schedule
 - h. Game Library
 - i. Game Introductions
 - j. Leagues

- k. Play Area
- 4) Receiving
 - a. Confirm the order
 - b. Create new items as needed
 - i. Pricing policies
 - ii. Categorizing
 - iii. Completely fill out form
 - c. Enter order into POS
 - d. Make sure dollar amount on receiving voucher matches statement
 - e. Process order
 - f. Pull special orders and call
 - g. Stamp with price tags
 - h. Merchandising
- 5) Customer Interaction
 - a. Teach good greetings and when to greet customers
 - b. Use open-ended questions
 - c. Appropriate language
 - i. Avoid politics/religion
 - ii. Avoid industry jargon
 - iii. No trash-talking anyone
 - iv. Employee and customer privacy
- 6) Recurring tasks & downtime task priorities
- 7) Social Media
 - a. Show how to access each medium
 - b. Posting schedule
 - c. Suitable content
 - d. Professional language and presentation
 - e. Verify news before sharing it
- 8) Till Changeover
 - a. Review the shift change procedure from the opener's point of view

Day 3: Closing Shift

- 1) Till Changeover
- 2) WPN
 - a. Demonstrate use
 - b. When to use it
- 3) Demo games
 - a. The front demo table
 - b. Good demo procedures
 - c. Teach how to demo the current game
 - d. Demo Magic
 - e. Demo 40k
- 4) Buying used games
 - a. Explain what we buy
 - b. Demonstrate POS process

- c. Demonstrate how to use Crystal Commerce to buy singles
 - d. Refer to the price guide for board games, RPGs and miniatures
 - e. Demonstrate cash handling and explain the buy bag
 - f. Identify counterfeit Magic singles
 - g. Get ID on all Magic singles
 - h. Send pic of purchase and receipt to Lloyd
- 5) Cost Control
- a. Shoplifting
 - b. Robbery
 - c. Suspicion of internal theft
- 6) Review
- a. Review store services
 - b. Inventory procedure
 - c. Task of the day
- 7) Closing procedure
- a. Have the trainee close the register and assist with closing duties.

Day 4: Opening shift

- 1) Review store services
- 2) Review popular games
- 3) Review customer interaction
- 4) Review upcoming releases
- 5) Using the browser and utilities
- 6) Practice previous techniques
- 7) Practice, practice, practice
- 8) Emergencies
 - a. Robbery
 - b. Fire
 - c. Power outage
 - d. Internet outage

Quickbooks Training Mode

1. Make sure only one user is logged in. This should not be a problem, as that is company policy at all times.
2. From the main menu, click on File → Company Operations → Open Practice Mode. From there, click Next. On the next screen, choose Use a copy of your real copy (which is the default option). Next again.
3. Teach what you need to teach. It won't affect cash or inventory.
4. To end training, click on File → Company Operations → Open existing company
5. Make sure you end practice mode when you are done training so that we can record sales transactions.