

# New Hire Training Guide!!!

This guide is to help us train our new clerks coming into our company. The first week is VERY important, it determines if our new clerks will fail or succeed with the company. We must train to the best of our knowledge to help them succeed. Manager is to do training only

- Application Form (two pages) completely fill out both sides top to bottom very important and READABLE**

Application must be fully filled out by new employee and manager, must have everything marked before proceeding. Once application is filled out, you will email into [HR@bhdistro.com](mailto:HR@bhdistro.com) and [mscroggins@bhdistro.com](mailto:mscroggins@bhdistro.com) to get the onboarding sent. The email must contain the store, new employee name and their email address in the message and their application attached. Once this is submitted the new employee will get an email to complete all their documents and it will also give them their first day to start.

### **All Documents Must be Unexpired**

When we have officially hired someone and they arrive for their first day of employment, **we need to make sure that they have their Lightspeed pin before they are allowed to start, (No Pin, No Training)** they do not start. We do however make exceptions at times where employees can start working prior to pins and that is if we are opening a brand new store because we are not doing sales or working with customers. If possible, we need to reach out to HR so that we can retrieve their alarm code. The employee will fill out their employee handbook and battery safety guide during their on boarding. Once they have completed their onboarding HR will finish their side and once they are done the employee will have access to their pay cor. Remember new employees can submit their own time cards so once they have pay cor if they did not clock in for any of their new shifts they can go back and add these shifts on their own, But you will have to teach them how. Also show them how to use the platform on their first day.

- Employee Lightspeed and Alarm pins**
- Pay Cor run through on how to use it and do (report a missed punch) and how to find their time card**
- Company Hand Book done in pay cor**
- Battery Safety Guide done in pay cor**
- Insurance signup/Decline (Please make sure completed within the first 2 days of employment)**  
**If anyone needs to contact Insurance please call: 479-407-9119**
- Have explained to new hires that we can not sell to anyone under the age of 21 and if caught by the company or compliance check ( state or Gov.) and fail they will be Terminated on the spot.**

Manager Name: \_\_\_\_\_ Employee Name: \_\_\_\_\_

**Has to be emailed in with the original New hire email once signed, within the 2 days.**

**Make sure new employees know that they can never enter a shop before 15 mins before their shift. This needs to be covered on the very first day of training. ( IF store opens at 9am they can go in at 8:45am)**

Email Example:

Subject: New hire - First and last name, Store they are going to

Message:

First and last name

Social Security number

Their email

Full time or part time

Store Location

Then add application and a picture of their documents

On their first day of employment, this is where they get familiar with the shop and all of our products. Throughout their training with you, have them start working with customers and doing transactions on the first day of employment. Review over Kangaroo rewards and the importance of kangaroo rewards accounts and the rules that go along with it. **(A customer account is for them and them only)**. Show them how we ask **(do you have an account, if not would you like one, it's only the first name, last name and phone number. If no, can I have your first and last name for receipt purposes only and if they still refuse, then use the store refusal account, but every transaction must have something for an account.)** Remember to explain what can happen if they steal points and/or use a customer's account, and they can not use their friends or family as an account either.

Explain about employee discounts and that these are for the employee's only. We can not use them on friends or family, that's why they have a Kangaroo account. Show them how to do an employee purchase, from start to finish, this is very important as the warehouse is very busy and this should only take a few mins to complete. Next we need to start explaining and show how to do a defective return but this is one thing you will go over multiple times, as this training is very important with how much we do this. In between teaching this to the new employee, we want to go over the product and tasting juice. The new employee must know our product to sell our product. We have a lot of tools on hand and reviews that they can read and watch for all of our products in the company.

## How to do employee purchase

Make sure there is no customers

Open Lightspeed and input your name

Then scan your product

Have which discounts you are wanting to use

Call warehouse and tell them which stores and which discounts

Once they let you know its ready click on item

Go to discount and apply discount and save

Once done pay for item or items

Then print receipt and read off the last seven numbers to them of ticket numbers

Then copy all items onto your form to keep track of purchases and discounts.

# Defective Process

When a customer comes in with a defect it's our job to make sure it is defective before we start the process. If it is defective let your manager know what you are doing, and then start the process. Make sure they have all the packaging and the receipt so you can scan the receipt. If they do not have a receipt, we can bring up their account and go to edit and inside this look for sales. Find their transaction and print off the receipt and scan receipt to start the process. Once on the refund page make sure it's on the blue tab and scan the item, also look to make sure they don't have more than one item cause you will have to change how many you're doing. Once the item is scanned click on the item and in the box you will explain what is wrong with the item and you will add sending back to the warehouse and hit save, also if it's just a return to stock then that's what you write. Once this is done click on sale next to the blue tab and scan the new item, then finish sale, (**remember all defects must be the same amount or more and never give money back, unless instructed by the warehouse to do so.**) Then print off two receipts, one stays with us and one goes with the customer. Now pull out a defective slip and fill it out completely, once done take the defective slip and the old receipt and the defective receipt, all go together and taped to the defective item and stick in the defective bin by the register. Explain that if they sell something wrong it could come out of their pocket and that if they defect something and it's not defective they may also have to purchase the item.

**Employee purchases**

**How to do defectives**

On the first day, explain all of the rules and regulations and cleaning responsibilities for the shop. Explain the return policy for the product and how to present it to a customer, teach them which products can be returned and which ones can not. Have them start cleaning on day one also. Show them how to break down a case and clean it, don't forget tracks when cleaning. Explain and show the employee everything that we keep clean through a normal work day. This is what we must hit on day one of training.

## Day 1

**Learning product knowledge, devices, juices, kratom, cbd, etc.**

**Cleaning responsibilities.**

**Explain rules and regulations.**

**Kangaroo Rewards and Embezzlement**

**Return Policy**

**Explain no sales under 21 and if caught will be Terminated**

Day two through day five is all about working with customers and opening and closing the drawer.

Throughout these next few days of training, we go through constant reminders of employee purchases, Defective returns, cleaning and rules and working with customers. The employee must be tested on product knowledge through these training days. Grab tanks and have them find coils, grab a device, have them explain the device to you and if it has a tank on it have them grab the coil for this too. Go through what kratom is and the effects of each and what it is. Cover what CBD and Delta-8 is and have the employee explain what these are and what they do to the body and how it works. Have them grab devices for CBD and Delta - 8 and explain how these products work. This must be gone over multiple times with the employee. This will only apply to the stores that have these products. By day five they should be able to open a store and close a store by themselves. The employee should also be able to explain the defective process and how to do an employee purchase correctly. The employee should be able to work with a customer and the products to help them find the best product for their needs. If there are any concerns by this time they should be brought to light to be discussed so we can correct any issues. If at any point we are helping train at a different location for any reason, communication is VERY important between you and the appropriate manager/regional. Keep them updated with any issues and what's going on at the store and the employee.

## Day 2

- Employee purchases
- How to do defectives
- Learning product knowledge, devices, juices, kratom, cbd, etc.
- Cleaning responsibilities.
- Explain rules and regulations.
- Kangaroo Rewards
- Return Policy

## Day 3

- Employee purchases
- How to do defectives
- Learning product knowledge, devices, juices, kratom, cbd, etc.
- Cleaning responsibilities.
- Explain rules and regulations.
- Kangaroo Rewards
- Return Policy

## Day 4

- Employee purchases
- How to do defectives
- Learning product knowledge, devices, juices, kratom, cbd, etc.
- Cleaning responsibilities.
- Explain rules and regulations.
- Kangaroo Rewards
- Return Policy

## Day 5

- Employee purchases
- How to do defectives
- Learning product knowledge, devices, juices, kratom, cbd, etc.
- Cleaning responsibilities.
- Explain rules and regulations.
- Kangaroo Rewards
- Return Policy