



## **Training Overview**

# **YOU are a Representative of Apollo Retail Specialists.**

**As a Apollo Retail Specialists Merchandiser,  
you are representing ARS to our customer.**

**Always be sure that your appearance,  
attitude, and actions are a positive reflection  
of Apollo Retail Specialists.**



# Apollo Remodel Dress Code

- Black shoes or work boots
  - Non-slip
  - Non-marking soles
- Plain khaki or black work pants---NO JEANS
  - No holes, writing, patches, or other decoration
  - Must fit properly (Over the Hips)
- Belt required
- Apollo branded shirt
- Name Badge with name printed and displayed on a lanyard
- No sunglasses or non-prescription eyewear
- No headwear such as hats or bandanas
- Hair should be neat and clean

**Appearance and personal grooming is important! Employees may be sent home for dress code violations.**



# Attendance and Shift Reporting

- It is each employee's responsibility to show up On-Time.
  - Recommend arriving 10-15 minutes prior to shift start time & be ready to work.
- No Call/No Show will result in disciplinary action and/or termination.
- Each merchandiser is responsible for reporting his/her shift at the end of each day in their portal.
- If not reporting "Live" from store, you will be responsible for filling in & uploading a Recap form. Recap forms can be downloaded & printed from your portal.
- Team leader will be required to fill in and upload a Team lead recap form.
- All other team members will fill report their time in portal.
- All recaps MUST be signed by the 7-11 FC or 7-11 Ops lead.

**Note: Regardless of how overtime is calculated (dependent upon State and Federal Regulations), overtime is not approved for these projects, unless approved by the Operations Manager.**

# Breaks

**All breaks should be taken at designated times and in designated areas only.**

- Lunch breaks may be 30 minutes to one hour in length, depending upon the direction from the Team Lead and Superintendent.
- If you are given a break, the time period is from when you leave the floor until you return to the floor, not the time spent in the break room.
- Other breaks should be coordinated with your immediate supervisor.

**Employee conduct during the breaks should be the same as if you are on the clock... no foul language, being disrespectful, or other disruptive behavior.**



# Employee Conduct

## **Smoking is only allowed in designated areas.**

- Never near store entrances or ventilation.

## **Always be mindful of the retailer and their customers.**

- Refrain from playing loud music while on break, regardless of where you break is being taken.
- Refrain from loitering and any other disruptive behaviors.
- Foul language will not be permitted at any location on the work site, regardless of time of day or reason.

**If one of your merchandisers has a difference of opinion with you, it is to be handled off the floor in private. If they make a scene, they need be escorted off the premises.**



**Training SOP**

# 7-Eleven Store Codes

**Traditional** – A new store set up.

**BCP** – An existing store that has been completely remodeled.

**Acquisition** – An existing branded store that is changed over to 7-Eleven brand with minimal remodel or expansion.

The following guidelines will apply to all store codes, except only the beginning of an Acquisition store in which you will have to de-merchandise existing product at the store. Construction will then do all remodel work, such as gondola trade out, tile, paint etc.

**Note: The point of contact in all stores is the SRS (Store Readiness Supervisor).**





# Separating Product

**It is important to separate ALL product on floor before starting.**



**The Team Lead should arrive at the store 10 minutes before scheduled shift to go over floor plan with SRS.**

- Locate POP Box – Make sure it is current. All of the POP's need to be placed according to the floor plan provided by the SRS.
- Ask for printed schematics from SRS.

## **Separating Totes:**

- All totes should be separated by aisle and or location.
- Make sure all empty totes are properly taken care of. The SRS will let you know where to store them.
- While team is separating product make sure all schematics are properly placed according to floor plan.

**Note: The product layout for 7-Eleven is called a schematic.... NOT a planogram.**

# Separating Product

**This is why it is very important the product needs to be sorted as quickly as possible.**



- If the product is available for both the floor and the vault you will need to split the team and have half in the vault and the other half on the floor.
- As soon as totes and freight arrive, they need to be sorted and separated into the appropriate sections.
- This will also allow you to see if there are any issues with shelving on the floor or racking in the vault.
- It is critical to make sure all issues are brought to the attention of the SRS so these issues can be addressed immediately.

**Note: If product is not separated immediately, it can cause the store to become extremely hazardous to work in or shop in if the store is still open.**

# Sales Floor

**The Floor**



**The Vault**



# The Floor

**Keep all product facing forward.**

**Highlight the holes on the schematics.**



- When setting certain sections on the sales floor, they sometimes do not match the schematics. When this problem comes up notify your team lead and he/she will address this with the SRS.
- Product height will determine shelf heights.
- If you do not have any of the product for a section, you will still need to dry set all shelves, pegs and power bars in that section.
- If you have missing product in the set when you are finish with the set, make sure you notify an SRS so they can decide what do.
- Some issues that will come up will be:
  - Spacing
  - Height
  - Shelving, Pegs
  - Wrong Product, Etc.
- Make sure that when each section is done all issues/holes are resolved before moving to the next set.

# Health and Beauty Aides - HABA

- You will need to make sure that all shelf heights and power bars are set to schematic before starting each section.
- Make sure you maintain a safe and debris free work area at all times.
- HABA is the most tedious set on the floor. You will need to make sure that this set is done first if the product is available. When setting HABA make sure all product is laid out and organized so that stocking will be quickly accomplished. This will make setting HABA easier.



# Setting Notes

- On all sets, do not open product until instructed by the SRS.
- Make sure all schematics remain on each section until the SRS pulls them or has you or the team pull them.
- Confirm with the SRS that all wire racking around register is set the way they want it.
- You will need to walk with the SRS to find out what product to put on the end caps. They will vary at each store.
- There are no overstock items to be left in totes. The SRS will tell you where she/he would like you to put them in the backroom.
- When going on lunch or break; all products and trash must be stacked neatly and the aisle passable.
- The very last thing you do before you leave each day is to do a safety sweep of the whole store and make sure all trash, totes, equipment etc., are put away. Make sure all vault doors are closed.
- All trash will be disposed of in the dumpster and recycle bin if available.

# The Vault

**Check and make sure all racks are complete and you have enough base rollers and dividers.**

**Check to see if they are all the right sizes before getting started.**



- You will always set vault doors from the top down.
- You will determine the height of the bottom shelf in the vault by setting it as low as possible with product being shoppable.
- Make sure that the roller plates and dividers are the right size that you need for the racking you are working with.
- The plastic extrusions that come on the front of the metal shelving is to be removed and the correct plastic extrusions installed.
- All schematics for each set are based off market. If you run into a problem with certain items not fitting or facing issues you will need to address with the SRS and they will give you directions on how to fix the problem.
- The dairy door is typically the last door to be finished in the vault. Normally the product is ordered on the second to last day.

# Floor Bars

**Coffee Bar**



**Fresh Food**





# Coffee Bar

- Each coffee bar will change in size from store to store.
- When setting the coffee bar up you will need to first set out coffee cups (Disposable and Non-Disposable). This will allow you to have more working room because you will eliminate all of the large boxes from the floor.
- Disposable cups will be placed right to left from largest to smallest and mirrored on the other side. (Remember 7-Eleven wants the customer to see the largest cup first from the beginning of the aisle).
- Maintain a safe and debris free work area at all time.
- When setting the coffee bar condiments, you need to stack all sugar packets and coffee cup sleeves in their proper dispensers. You will also set out dry and liquid creamers and flavoring syrups. (Do Not Open).
- You will need to mirror the coffee bar condiments.
- All overstock items from this section will need to be stored in their proper places. Also the SRS may want some of the supplies stored in the cabinets on the actual coffee bar itself.

# Floor Bars

**Fountain Bar**



**Grill Bar**



# Fountain Bar

- The fountain bar will vary in size from store to store.
- First thing you will need to do is place all (Disposable and Non-Disposable) cups for fountain, Slurpee and Iced coffee. Again this will allow you to clear the larger boxes from the floor.
- Sometimes there are an odd number of cup dispensers on the Fountain and Coffee bar, always remember to place more of the largest size cup.
- Be sure to place all overstock in the back room.
- Make sure to place all straws and lids in their proper dispensers which are located by the fountain machine.

# Grill Bar

- Put out all items designated for this area, utensils, pizza boxes and all to go boxes.
- There will be a condiment rack that is on the counter close to the grill, you will need to place all sealed condiments at this time. The other condiments that need to be opened will be placed on the last day or Grand Opening, the SRS will determine when this will happen.
- All overstock Items needs to be stored in its proper place.

# Misc.

## Cigarettes

- The cigarette case should always be behind the front counter.
- You will need to make sure that the smokeless tobacco's part of the case is toward the back of the store and the headers are correct. (cigarettes should always be first to the front of the store).

## Office

- The office will consist of the following, chair(s), filing cabinet(s) and other office supplies.
- These items will need to be put together and stored in their proper places.

## Pricing

- The SRS will instruct you when this task is to be done.
- Locate Pricing Boxes (Vault & Candy Labels) or ask for printed labels from SRS
- All facings will get a price label unless directed otherwise by the SRS.
- All price labels need to be left justified and level.

# Sequencing

- Store will provide the scanner needed for this process.
- First take the scanner and log in with codes provided by SRS.
- This will prompt you to the screen that has the following:
  - Electronic Check In
  - Shelf Sequence
  - Inventory Management
  - Item Information
- Select Shelf Sequence.
- On the Shelf Sequence main screen you will see the following blanks:
  - Section
  - Shelf
  - Sequence
  - Facings
- This mode will allow you to start the sequencing process. There are some things you will need to know first.



# Sequencing Gondolas

- The closest gondola to the front of the store will start as 101.
- You will enter 101 for the first section and start sequencing.
- The sequencing process starts on the left side of the shelf. You'll start scanning to the right when you get to the end of the shelf. You will need to press Back in the upper left corner to change to the next shelf.
- Once you have finished a shelf, you will press back and then you will select one of the following:
  1. Save - Save changes and exit
  2. Ignore – Exit without saving
  3. Cancel – Return to the previous screen
- Start the process over from left to right, repeat until all shelves in that section are finished. You will continue down the side of the gondola that you started on and work your way back up the other side until you end up at the opposite side of where you started from.
- When you finish up with the first gondola you will start on the second one just the same as you did on the first, the closest section to the front of the store will start as 201 and then complete the same process, the third gondola will start as 301 and fourth gondola as 401 and so on.
- Complete all gondolas from front of the store to the back.

# Sequencing - Vault

- The vault will always start as (701).
- When standing in front of the vault doors you will start sequencing from Left to right.
- Then you will enter (702) and start the process over. You will continue to repeat this process until you are finished with all of the vault doors.
- Once you are done sequencing and pricing the whole store, return the scanner to the SRS.

# Sequencing Notes

- It is impossible to undo or delete an item scanned for a shelf. You must press Back followed by Option 2 and then rescan the shelf again.
- In order for multiple facings to show up on a shelf, simply scan the item twice.

# TEAMWORK

is what gets the job **DONE!**



**To earn your 7-Eleven Certification, you will now need to complete the certification quiz.**

