T-8110

Booth Management Personnel TRAINING PLAN AND OUTLINE

Training Dates:	
Trainer's Name:	
Trainee's Name:	

Note: If a new booth manager is an outside hire, they must first complete the associate training prior to beginning this management training program.

DAY ONE Training tim

DAY ONE			
	out of the booth: 4 Hours	Initial C	omplete
Training Focu	is: New Employee Hiring and Orientation	Trainer	Trainee
1 Hour	Trainer to conduct full ECS training with trainee, complete the test		
1 Hour	Trainee then gives ECS training back to Trainer as a new employee		
2 Hours	Review the P-1000 and all New Hire paperwork:		
	P-1660 Hiring Procedures		
	Interview Questions		
	P-1020 Employment Application		
	P-1000 Employment Policy and Procedures		
	(focus on importance of line by line review with employee)		
	W-4 and I-9 Procedures		
	M-6201 Equipment Sign-Out Procedures		
	M-6301 Infoplace Gift Card Acknowledgement that Procedures were		
	read and all pages of the Procedures were signed by the employee.		
	Property Receipts		
Training Tim	e in the booth: 4 Hours		
U	us #1: Go through all cabinets and drawers and organize everything		
2 Hours	Review all current employee files, assure that they are in a locked box		
	If any employee files are incomplete, make notes and complete		
Training Focu	is #2: Lottery – one envelope, one drawer, one employee system		
2 Hours	Terminal Games – Terminal Reports		
	How to conduct quick and efficient shift changes		
	Instant Ticket Inventory Controls		
	Ticket Delivery and Confirmation		
	Ticket Activation Procedures		
	Instant Ticket Logs – Do Diagonal Inventory Checking w/ totals		
DAY TWO			
Training Tim	e out of the booth: 4 Hours		
-	s: Employee Training, Coaching, Review, Counseling		
1 Hour	Time Sheet Notebook – review and put in correct order		
	P-1310 Weekly Timesheet		
	P-1320 Availability Chart – update if needed		
	P-1330 Weekly Work Schedule		
	P-1340 Payroll Summary		
	P-1350 Time Off Request		
	1		

Employee Training and Performance 2 Hours Training Outline – Associate's First Three Days

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	Thoroughly read together the Performance Appraisal Guidelines Memo	
	P-1520 Employee Performance Appraisal (complete mock app.)	
	P-1530 Manager/Asst Performance Appraisal (review all sections)	
	P-1610 Administrative Leave	
	P-1615 Family and Medical Leave	
	P-1620 Employee Progressive Counseling	
	Write up mock examples for 1) Employee Consistently Late	
	2) Employee Shortages	
	P-1621 Incident Report	
	P-1640 Termination of Employment	
	P-1630 Payroll Breakdown Report	
1 Hour	Review of Supervisory Functions	
1 110ui	S-3010 Supervisor Checklist	
	S-3020 Supervisor Location Summary	
	S-3030 Supervisor Automatic Problem Report	
Training Time	S-3070 Reporting Structure	
	e in the booth:	
-	s: Observe Employee's Phone Answering and General Customer Service	
	ng for customer greeting, closing, politeness, body language.	
•	e Rolodex and update stores and phone numbers.	
	ost and Found Policy	
Go through st	eps in operating the Safe. Who to call if broken, etc.	
DAY THRE		
	e out of the booth: 6 Hours	
	is: Booth Daily, Weekly, and Monthly Paperwork	
3 Hours	M-6050 Booth Manager Checklist	
	M-6010 Reports Due Deadline	
	Review Cash-Out Envelope Procedures for shift changes	
	Audit previous day's cash-outs	
	Complete and fill out logs:	
	A-2001 to 2020 Instant Ticket Logs	
	A-2131 Credit/Debit Card Deposit Log	
	A-2130 Deposit Log	
	A-2140 Daily Drop Deposit Record	
	A-2210 Copies Log	
	A-2220 Fax Log	
	A-2230 Postage Stamp Log	
	A-2250 Expense Log	
	(review receipt procedure - all must correspond w/columns 43, 44, 45)	
	A-2260 Stroller Rental Log	
	A-2270 Transit Pass Sales Log	
	A-2310 Weekly Shortages	
	A-2320 Weekly Sales Report	
	P-1651 Mall Requested Hours	
	P-1660 Booth Requested Hours	
	1	
	A-2410-2422 Monthly Summary	
	A-2550 Mall Bank Receipt	

1 Hour	Review Prior Month I	End's paperwork	
		d Monthly summary. – <u>totals must match</u>	
		nize end of the month documentation and FedEx	
2 Hours	Gift Card Procedures		
2110010		Card Manual in its entirety	
	Assignment to Till Pr	-	
	Acceptance to Till Pro		
	Gift Card Inventory P		
	Unfunded card reques		
	-		
	A-2120 Gift Card Rec	-	
	-	Generated Sales and Shift Reports	
		es Log (Infoplace Owned Program)	
		Purchase Log (Infoplace Owned Program)	
		rchase Log (Infoplace Owned Program)	
	H-4065 Gift Card Cod		
-	in the booth: 2 Hours		
Training Focu		and update each of the following	
		kist, create and organize as needed	
	Mall Marketing		
	Infoplace Communica		
	ECS Training Notebo	ok	
	Modules 1 and 2		
	Operations Manual		
	Originals Binder		
	Lost and Found		
	Job Listings		
	Concierge Services	1) Restaurant Listing and Menus	
	C	2) Hotel Information, Phone, Directions	
		3) Directions to and from Airports	
		4) Listing of Churches, Phone, Directions	
		5) Tourist Attractions, Phone, Directions	
		6) Other	
		o) o mor	
DAY FOUR			
	out of the booth: 2 H	ours	
	s: Other Forms		
Training Toeu	H-6150 Booth Repair	Request	
	H-4050 Requested Or		
	-	ucis	
	Got Supplies		
	Other		
	Other:		
	Otner:		

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Training Time in the Booth: Training Focus: Other Mall Specific Forms (list each one individually)	
Other:	
Training Focus: Other Mall Specific Programs (list each one individually)	
Other:	
DAY FIVE – Checklist and Review	
Training Time in the booth:	
Training Focus: Supervisor Checklist	
Complete a Full (Self Audit) S-3010 Together	

Training Time out of the booth: 2 Hours

Training Focus: Review

Item: _____

Item: _______
Item: ______

Notes/ Comments:

 Trainer Signature:

 Date:

 Date:
