Captain Sparrow Work Manual
Draft 2020-12-8

1. Duty & Attitude

   We will make company to make a cool liquor store, to be the cool store workers in this town.

   This store is not a big ship, but a small boat designed one-crew operated each shift. Therefore, every crew is the officer, the boatswain, the engineer, the clerk and the steward while you are in charge. Everyone must know basic knowledge to operate whole things like a captain. Captain sparrow does not need just a cashier or a clerk who just wait customer watching video or reading magazine.

2. Routine

   There is enough amount of jobs to be busy even there is not customer.
   The priority is like below.

   2.1. Come on time

   2.2. Cashier's affair

   　　2.2.1.　　Customer's satisfaction

   　　Eye contact first!

   　　2.2.2.　　Watch customer

   　　Stop every duty after customer entering store to concentrate their attitude. Watch and recognize. Sometime crew should require their membership or id first before roaming around the store.

   　　2.2.3.　　Money Treatment

   　　The cashier will be charged the losing money from drawer and reserve box. They will be paid from each payroll or bonus. Over amount is not cashiers. Never take it into your pocket. Tip is the cashier's if it the customer tells so.

   　　2.2.4.　　Customer's payment

   　　We do not take food stump and checks.

   　　2.2.5.　　Inventory treatment

   　　Some UPC code are changed seasonally. If the scanning code does not give the item name, follow next procedure. It is happening on Pepsi, cigarette, snack products.

   　　　　2.2.5.1.　　Get the item on the database with typing letters

   　　　　2.2.5.2.　　Change the UPC code

   　　Check the same products have another UPC. If it is discovered, report the manager to maintain.

   　　2.2.6.　　Secure store

   　　Always keep eyes on the customer when they come pausing any affair.
   　　When cashier is alone in the counter, <u>cashier cannot leave counter for customer's request.</u>

   　　2.2.7.　　Recognition

Remember the people roaming on street and drink in public. They are seasonally moving different area in town. Community do not want us to sell them.

2.2.8.   Return/Refund Policy

The tobacco and alcohol beverages are not to be returned by a low. You cannot accept return and refund except below.

1. They changed mind, or they realized they bought wrong item in few minutes.
2. The product has been damaged and it is our responsibility

Be familiar with returning procedure with the pos system. Negative Quantity means returned and negative amount is the amount of refund.

2.3. **Continual** Inventories, Stocks Arrangement and Alignment

2.3.1.   ~~Labeling the Store Name~~

~~The store name labeling on all~~ **alcohol** ~~products are required by the Anchorage municipal assembly (#2014-311 Section2-9). Cashier will put labels mostly using label gun. When cashier find unlabeled alcohol product, stick them on the register counter.~~ *Temporally suspend*

2.3.2.   Beers in walk in cooler

2.3.3.   Cigarette

2.3.3.1.   Cigarette

2.3.3.2.   Cigar

2.3.3.3.   Roll paper

2.3.3.4.   Wrap

Keep enough boxes in drawer but do not refill if the cigarette is more than five to flow the line in drawer. Check the drawer the starting of each shift.

2.3.4.   Ice Bag

Check the drawer the starting of each shift.

2.3.5. Six Pack Beer

2.3.6. Shooter

They must be categorized by 1) $1 shooter and other, 2) category, 3) brand family. Sleeves are stocked right place.

2.3.7. Grocery

2.3.8. Energy drinks

2.3.9. Wine/Sider/Soft drink coolers

2.4. Voucher Receiving and recording (after becoming expert)

2.4.1.   Check every merchandise coming in

The employee in charge is to sign on vendor's form ensuring store received all products on document.

2.4.2.   Display and refill the delivered inventories

2.4.3.   Enter the inventory data

Open the Item Detail window. The orange-solid line is required. You will fulfill all details on it. Do not miss Selling Unit and Ordering Unit. They are tend to be skipped.

2.4.3.1.   Naming

Item name must be identified and unique and short enough for display in system and labels. Also, it must include size, or number of bottles/cans.

Ex) Mike Hard Mango 24oz

2.4.3.2.   Pricing

> Make temporal price for new item
> The sell unit cost divided by 0.7(liquor), 0.75(beer), 0.85(Cigarette), 0.6(Grocery)

2.4.3.3. Finalize the VR

> When you have un-finalized VR, the OHQ(On-Hand-Quantity) will not be exact because the OHQ of received item without "finalization" is former number as it is before the delivery. Finalization is executed by a manager or third person other than the data registerer.

2.5. Before taking rest (Three Duties)

 2.5.1. Refilling

  2.5.1.1. Cigarette

  2.5.1.2. Beer

  2.5.1.3. Shooter

  2.5.1.4. Liquors

  2.5.1.5. Soft Drinks

  2.5.1.6. Snack/Candy

  2.5.1.7. Wine

 2.5.2. Check un-displayed item (Skulling)

 2.5.3. Check the drawer cash if it is exceeded to drop. It is about $200 each. Make healthy drop.

2.6. The Priority of Employee's Attitude

 2.6.1. Make Captain happy

 2.6.2. Come to store on time.

 2.6.3. Do not take rest yourself before completing the three duties (section 2.5)

 2.6.4. Protect company's property

3. Store Hours of Operation

 3.1. Mon-Thu 10:00 am - 1:00 am

 3.2. Fri, Sat 10:00 am - 2:00 am

 3.3. Sunday 12:00 pm - 1:00 am

4. Maintain cleanliness, and organization throughout store.

 4.1. Merchandise

> The dust on merchandises are taken by Swiffer. A worker in charge walks around entire store with Swiffer to take the dust off.

 4.2. Shelf

> Dust shelves with Swiffer

 4.3. Floor

  4.3.1. Vacuum or sweep <u>without having dust blown up</u>

  4.3.2. Mop

  4.3.3. Wet towel

  4.3.4. Knife & alcohol to take stuck glues.

 4.4. Total clean up with merchandise/shelf

> Follow the total shelf cleaning system when it is called. The system provides a shelves map. Everybody is to take time to clean up with wet cloth to complete the shelf map in a month.

4.5. Outside: Sweep, pick up, trash and snow with shoveling, spraying snow salt for good looking.

4.6. Community Area

4.7. Walk in cooler

4.8. Refrigerators

4.9. Bathroom

4.10. Back Office

> Organize the carton of cigarettes when we receive items or inventory counting.

5. Opening Store Checklist

5.1. Disarm the Security Alert System

> The Alarm must be disarmed by entering the code, 9997 within 60 sec of opening the door or the alarm will sound. The company will call police department automatically. If we do not call the for the cancelation security company, "907-274-5275" by providing our security code "4566," police officers will arrive, and our store will be charged $200 for the cost.

5.2. The Main Light

5.3. Powers

5.3.1. Switches Labelled with red in the Breaker Panel

> Every member must know what/where each breaker panel switch is related with. The panel breaker switches are old and not stabilized so that each switch need to be treated by two hands not to move. When they move, you can observe sparking light.

5.3.2. Space Heaters and/or Fans throughout the store as needed.

5.4. Open Cash Register

5.4.1. Turn on PC with the pass cord "MM123456".

5.4.2. Verify the total cash in register drawer and record on start cashier's till line.

5.4.3. Count total cash in the Cash Reserve Box and input the number on the field.

5.4.4. Close cash till window to synchronize another pc. You may miss your input data sometimes if you do not "save".

5.5. Turn on the Open Sign at 9:59am with energy drink refrigerators.

5.6. Turn on morning music

5.7. Check the message board

6. Closing Store Checklist

6.1. Locking up the Front Door after the Closing Moment (1:00/2:00/3:00).

> Never close and turn off the open sign before the moment even if you want to go home sooner. This business does not want to loose sales with early close.

6.1.1. Complete final transactions for customers already inside the building.

6.1.2. If someone is running toward the store or obviously hurrying to enter before close allow them to make a final purchase, but do not allow anyone to enter the store after closing POS.

6.1.3. Lock

> Release the panic bar and close door.

6.1.4. Turn off the designated lights, signs, and equipment.

6.1.4.1. The open sign with energy drink refrigerators.

6.1.4.2. The switches in the breaker box labelled in red.

        6.1.4.3.   Back Office and Bathroom.

        6.1.4.4.   The bathroom fan.

        6.1.4.5.   Space Heaters/Fans throughout store.

        6.1.4.6.   Secondly PC

        6.1.4.7.   Music

        6.1.4.8.   Turn on the ice machine if you think it is needed.

        6.1.4.9.   The walk in cooler light

6.2. ATM

    6.2.1.   Close Daily Transaction batch on ATM and retain <u>ATM Daily Report</u>. and record the number on the POS system.

        6.2.1.1.   (Enter-Clear-Cancel-1-2-3) & passcode (090357)

        6.2.1.2.   Chose the right option

        6.2.1.3.   [Settlement] + [Day Total]

    6.2.2.   Clip or band <u>ATM Daily Report</u>.

6.3. Closing Cash Register

    6.3.1.   Former Task

        6.3.1.1. Refill inventories perfectly.

        6.3.1.2. Maintain stationaries around desk and computer devices

        6.3.1.3. Vacuum floor and dump the trash cans in the bathroom, cash counter small can, the main trash can and ATM one. Put new trash bag into the trash bucket

    6.3.2.   Cash

        6.3.2.1.   Drop extra bills and coins for the shift leaving the certain amount of bills like, 20 - $1, 14 - $5, 5 - $10, 7 - $20. Before dropping extra, maintain the <u>Change Reserve Box</u> if it is needed.

        6.3.2.2.   Change Reserve Box

            6.3.2.2.1. Confirm the certain value in the end of <u>Change Reserve Box.</u>

            6.3.2.2.2. Input the amount on the end of <u>Change Reserve Box</u> field like $200 and 3 rolls.

        6.3.2.3.   Close c/c machine to get the term total of sales of C/C.

        6.3.2.4.   Enter the c/c total sales into the field.

        6.3.2.5.   Enter the remained cash and dropped cash into the system

        6.3.2.6.   Click the calculate button

        6.3.2.7.   Print the till

        6.3.2.8.   Reserve 1) Printed till, 2) c/c sales, 4) c/c sales slips in order and alliance.

        6.3.2.9.   Reserve the slips into the drawer and if there are too much amount of slips there, move them into preserving drawer.

6.4. After Cash Register

    6.4.1.   Clock out and shout down PC.

    6.4.2.   Close the POS system <u>correctly</u>

        Close each application program before closing windows.

    6.4.3.   Turn off the mouse of POS system's PC.

    6.4.4.   Turn off the fun.

    6.4.5.   Turn off the air conditioner (cooler) in summertime. Do not forget this because this eats big power.

6.4.6. Turn on the police flashlight

6.4.7. Turn off the security camera display

6.4.8. Have the security system armed.
Push #3. Once the alarm is armed you have 60 seconds to leave before the sensors are active. Be careful about the alarm being triggered.

6.4.9. Confirm the door is locked before going home.

6.4.10. If you need to re-enter the store after the security system armed, reset it following the process. (enter "1", enter pass code, "9997"). Do not forget make the system "armed" again before leaving the store.

7. Cashier's Shift Procedure

7.1. Next Casher

7.1.1. Count the amount of <u>Cash Reserve Box</u> and write the number.

7.1.2. Count the amount of cash drawer to verify former one and enter the numbers on the cashier's till. Do not enter the till starting time. It is copied automatically after the former cashier enter the exact time of c/c batch time.

7.1.3. Call the former cashier to tell you are ready

7.1.4. Swap the drawer

7.1.5. Log in the next cashier's name on POS system.

7.1.6. Check the message board

7.2. Former Cashier:

7.2.1. Close c/c machine to get the term total of sales of C/C to enter the number.

7.2.2. Swap the cash drawer.

7.2.3. Drop extra bills and coins for the shift to leave the certain amount of bills like, 20 - $1, 14 - $5, 5 - $10, 7 - $20 but if it is necessary, exchange some bills with <u>Change Reserve Box</u> to maintain it.

7.2.4. Confirm the certain value in the end of <u>Change Reserve Box</u> which next cashier counted and Input the amount on the field

7.2.5. Enter the remained cash and dropped cash into the system

7.2.6. Click the calculate button

7.2.7. Print the till

7.2.8. Reserve 1) Printed till, 2) c/c sales, 4) c/c sales slips in order and alliance.

7.2.9. Reserve the slips into the drawer and if there are too much number of slips there, move them into preserving drawer.

8. Customer Treat

8.1. Smile Customer to welcome

8.2. Compliance

8.2.1. Legal affair

8.2.1.1. Do not sell to Minor
If an unfamiliar customer looks young, he/she must be a decoy of ALCOHOL & MARIJUANA CONTROL OFFICE. It is the chance to show our store stuffs are well trained.

8.2.1.2. Do not sell to Drank
We will refuse to sell alcohol beverages if the customer is

- drank (strongly smell / walk unsteadily / etc.…)
- came after three times a day

8.2.1.3.   Carrying ID/TAP card of yourself

8.2.1.4.   Nobody can drink alcohol in this store and the property

8.2.2.   The community council requirement

8.2.2.1.   Do not sell to who drink in public

8.2.2.1.1. Take picture for recognize and share who they are

8.2.2.1.2. Get them in particular folder for screen saver to watch constantly.

8.2.2.2.   Beggar

Because of the community council's request, we will not take any people standing on the street to take handout. Such people must be remembered with photo or be recognized by cloth and smell. This is the hardest pert. Personal conscience would not be fit the community policy sometime.

8.2.3.   ID check guide line

We will check the id of anybody who is buying alcohol beverage even cashier knows who the customer is and he/she comes on same day. Especially, check both face, DOB and expire date.

We will check for cigarette sales if the person looks like under 30.

We will check id who come together.

We will take temporal ID if it is preserved nicely. Some people use temporal one continually making new temporal ID.

8.3. Sales Effort

8.3.1.   Have nice time with customer to enjoy.

8.3.2.   Study unknown products for good advice in future.

8.4. Discount

Be familiar with the discount operation and the regulation.

8.5. Membership Program

Be familiar with the Membership Program. The purpose of the membership is

8.5.1.   to prevent people who will drink in public

Stop all unfamiliar customers who walk into the store. If they are not from neighbor residence, crew should consider they will drink on street.

8.5.2.   to prevent shoplifters

8.5.3.   to increase regular customer

Make members as far as possible. Some customers really like the point system and it is good for this business development.

8.6. Cheap Shooter

8.6.1.   There are cheap shooters selling 1 for $1.50, more than 2 for $1 each, Sleeve10 for $9, Sleeve12 for 10.75.

8.6.2.   Customer buy just one cheap shooter, use Discount Function to make "$1.00->$1.50" choosing "Sales" as the discount reason.

8.6.3.   For sleeve selling, it is operated by changing unit.

8.7. Credit Card Machine

8.7.1. Amount Dew

When you get the c/c till printed "dew" the customer owes store the amount. We need to receive the due or take return and refund some amount.

8.7.2. Batch(=Settlement)

It means settle the former transaction. Each batch gives total c/c sales.

8.7.3. Void

Void means to void the transactions have not settled (batched)

8.7.4. Refund

It means to void the transactions have settled (batched) once.

8.8. Sales Coupon

Some customer brings discount coupons issued by mostly cigarette brand but without the contract, the coupon does not work with us. We will not take such coupons.

8.9. Cash Back

Cash back service is not available. Let customer to use ATM.

8.10. Fake Bills

Spend a second to look at high value bills to recognize if it is real.

9. Attendance

The attendance on time on the day is the best priority. Nobody can missed it as a business person.

9.1. Sickness Absent

Call as soon as you can. Making or changing schedule is sometime very hard and cost a much. Do not text for this issue. Manager is not checking text every time. If manager does not take calling, call alternate number (see "Contacts").

9.2. Vacation

Submit the written schedule as soon as you can. It would be good to tell before two months and it must be before 60 days to organize the shift. We would cover each other to make our life comfortable.

9.3. Switch Shift

Crew can switch shift each other but manager must know by their report

10. Bush Sales

10.1. Pickup Order Envelope

10.2. Make Package

10.2.1. Database system management

10.2.2. Make a beautiful package

10.2.3. Inform ABC board using the web system

10.2.4. Delivery to the airport

10.2.5. Save documents for evidence

10.3. Payment for Cargo Company

11. Inventory Management

> Do not put wrong item on wrong spot. Somebody put items near the spot on a different item lane.

11.1. Cool Display

    11.1.1.   All products must have price tag.

    11.1.2.   All product must be displayed. Everybody must pay attention with hidden product which has distributed and not opened. If you find empty line on shelf, check POS data to make sure it is out of stock

    11.1.3.   All products face front. The shooters face worker except the front one.

    11.1.4.   All products are to be clean

    11.1.5.   Put a skull on the line of out of stock item after check data to prevent the multiple worker from looking for the product.

    11.1.6.   Products are to be categorized

11.2. Product Treat

    11.2.1.   Department

        11.2.1.1.   Beer

            11.2.1.1.1. 6-Pack make: Open from the biggest back to make the pack. Be familiar with "Open package effort" report program.

            11.2.1.1.2. Seasonal beer has different name with same UPC code. Keep same data and change the product name if it is necessary.

        11.2.1.2.   Liquor

            11.2.1.2.1.   Gather same category, same bland

                11.2.1.2.1.1. Whiskey

                    11.2.1.2.1.1.1.   Bourbon

                    11.2.1.2.1.1.2.   Schoch

                    11.2.1.2.1.1.3.   Irish

                    11.2.1.2.1.1.4.   Canadian

                    11.2.1.2.1.1.5.   Other

                11.2.1.2.1.2. Vodka, Brandy, Gin, Other Liquors

        11.2.1.3.   Wine

        11.2.1.4.   Cigarette

        11.2.1.5.   Grocery

            11.2.1.5.1.   Snacks

            11.2.1.5.2.   Candy

> Some candies do not have UPC bar. Cashier need to remember to get the data on POS like "Gusher", "TP"(toilet paper), "matchbook", "ritz", and etc…

            11.2.1.5.3.   Gum

            11.2.1.5.4.   Jerky

            11.2.1.5.5.   Soft Drink

            11.2.1.5.6.   Energy Drink

            11.2.1.5.7.   Ice:

> Enter "Ice bag" for sales in the system. Closing store, the cashier will check the ice bags to turn on the ice machine to make the bags the next morning.

            11.2.1.5.8.   Battery: Enter "Bat AA*" Refill them after selling.

            11.2.1.5.9.   Flower: Enter "Rose" to get "Rose (flower)".

            11.2.1.5.10.   Lime: Lime(Real)

      11.2.2.   Item placing

Nobody can change the display place without authorization of inventory manager except out of stock; you can temporally put hidden item (dead stock) or something on the empty line to sell it. Put the temporal item's price tag beside the regular tag. Do not remove or cover the regular one to recognize what was it for.

11.3. Storage Rule

Gather similar category. Gather similar size. Gather similar brand

      11.3.1.   Prevent shoplift from storage to arrange appropriately

12. Safety Program

Never physically confront the person who attempt to steal and run.

12.1. Crime

      12.1.1.   Robbery

Give everything what they want. Coworker's safety is the best priority.

      12.1.2.   Shoplifting

          12.1.2.1.   Prevent it if you can do safely.

          12.1.2.2.   Obtain his/her ID or ID's picture if it is possible. If the small packet (sue document) reach the person, you will get $20 as bonus.

          12.1.2.3.   If it is more than shoplifting (physical touch or threatening), call police to arrest and get his/her ID to prevent next coming

      12.1.3.   Broken In

When the morning shift employee aware it

          12.1.3.1.   Call police and call report contact

          12.1.3.2.   Find out the damage

          12.1.3.3.   Confirm the exact time to watch the VTR.

          12.1.3.4.   Take the picture to share the thief's feature and save it inside the folder.

          12.1.3.5.   POS: Change the number of 'On-Hand-Quantity' with report in the system.

12.2. Dropped/Crushed/damaged bottles, cans

      12.2.1.   Clean Up Completely not leaving item in the bathroom and sell separately if some of them are good enough if it is a bottle package. The sugar will be sticky even after dry. Use water and mop to clean it.

      12.2.2.   POS: Change the number of 'On-Hand-Quantity' with report on the system.

12.3. Slip / Fall / Incident

      12.3.1.   Everybody has responsible for everybody's safety

If you feel it is dangerous, tell the manager or other coworkers to prevent the accident.

      12.3.2.   Safety manager has duty below

Every factor must be recorded on Safety Manager Checklist on google spread sheet. Safety manager must schedule on personal phone with alarm.

          12.3.2.1.   Check the tallest ladder each six months

          12.3.2.2.   Check the yellow ladder each six months

          12.3.2.3.   Check the counter chair each three months

12.4. Safety manager will read this chapter each two months with other

12.5. After the incident

12.5.1. Record exact time of the person come and leave and camera number watching video

Ex)

> 7/7/18 4:00:59pm-4:03:02pm Cam#1,6,4
> A guy with yellow cap shoplifted a lollipop and run. He will comeback. Recognize his feature.

This memo would be on the red background on POS message system.

12.5.2. Back up the movie onto PC from the security server

    12.5.2.1. Make sure the backup USB drive is on the security camera server.

    12.5.2.2. Enter the backup process on the security camera server.

    12.5.2.3. Move the video file into the "Evidence" folder on the laptop PC.

    12.5.2.4. Rename the folder; ex) 2018-7-7_YourName.

    12.5.2.5. Delete the file on the USB drive and take back to camera server.

12.5.3. Pull and trim the person's face picture onto blacklist in <u>One Drive</u> with required information; date & time, incident name.

12.5.4. Make report on the APD website to get a case number if it is needed

Drink in public
6/10/2018

13. Employment Contract [confirmation signature is required]

  13.1. Payroll Cycle

  Payroll check must be issued by Wednesday biweekly.

  13.2. Clock In/Out time recording

  The times must be punched after each moment; 1) starting job time, 2) ending job time. Confirm the timecard. If you find a wrong number you punched, manager can correct/edit the timecard with the employee's request.

  13.3. Early clock-In is to be approved if it is within 5 minutes. System will refuse the early clock in more than 5 minutes.

  13.4. Over time policy

  The working time must be assigned time and it is usually within eight hours a day and 40 hours a week. If the over time is needed, the crew need to submit a petition in any format to get the authorization. Crews are not recommended to work before the assigned time and must finish all duty before the end of the assigned time.

  13.5. Resignation Policy

    13.5.1. When employee determine a resignation, tell it to the manager before 14 days from the last day you will work.

    13.5.2. Leave two copies of "two-week notice" with signature.

    13.5.3. The cost of TAP card test fee will be charged if the employee quit in three months if the fee is paid by this store.

    13.5.4. The resignation within three months will be charged $80, the cost of front door lock system.

    13.5.5. The sudden quit without appropriate notice, store will claim some loss for the missing of the liabilities through Alaska Court System. It would include the overtime wages for other coworkers.

13.6. Employee's Crime / Cheating Policy

    13.6.1. The fired employee because of crime or cheating will be charged the amount of the store loss, $40 as TAP card expense (if it is), $80 as new front door key fee, $400 as new employment and cover the shift cost will be deducted from the coming payroll.

    13.6.2. The above amount will not be charged without the evidence.

14. Uniform Policy

Crew of Captain Sparrow must wear the apron or the T-shirt as the uniform from start to end. The apron belongs to the crew while the crew works for this store. Crew must keep it clean to wash sometimes.

15. Parking Lot Using Manner

    15.1. Avoid to park front of store to keep customer's convenience.

    15.2. Do not obstruct neighbor's business

16. Trash Manner

To prevent garbage can be filled in short, you should pay effort to make big trash into smaller with cutting, bending, or pealing. When you see filled or dirty trash can, dump it soon.

The garbage truck comes on Tuesday. Never park in front of the dump box before the truck comes.

17. Phone Duty

Employee will take every phone calling before the closing especially last 60 minutes before closing are mostly from the coming customer.

18. Incident Protocol

    18.1. Internet trouble (C/C machine and ATM will not work)

Stop the internet modem (packed with rooter) with the white button and restart the modem after 10 seconds. Check the internet browser whether it is to work.

    1) C/C machine must be reset the power after this.

If it is not resolved by the above protocol, call report contact first. If it is needed, call ACS (1-800-808-8083) to ask to resolve it. They can charge fee if it is needed. Print the notice, "Internet trouble, ATM is out of work." C/C machine shall work without internet using phone line.

    18.2. POS system frozen

        18.2.1. Pole display / Barcode scanner malfunction ★

The POS system is frozen when some devices get trouble.

To resolve the issue, open the front counter panel to disconnect the USB cable related to the pole display (or barcode scanner) and reconnect it after 7 sec.

        18.2.1.1. If the above affair does not work, shutdown the pos program first and re-open.

        18.2.1.2. If the above affair does not work, shutdown the PC and restart after 10 sec. It is different from restart. Turn off the PC power correctly to take out all electron from the system.

18.2.1.3. If the above affair does not work,

    18.2.1.3.1. Call report contact.

    18.2.1.3.2. Take customer without barcode scanner or without the pole display.

18.2.2. Cash drawer does not open

    18.2.2.1. Try to restart POS system.

    18.2.2.2. If the above affair does not work, disconnect the USB cable of the receipt printer, TPS-100 and reconnect it exactly same place after 7 seconds.

    18.2.2.3. If the above affair does not work, shutdown the PC and restart after 10 sec. It is different from restart. Turn off the PC power correctly to take out all electron from the system.

    18.2.2.4. If the above affair does not work,

        18.2.2.4.1. Use the cash drawer key to open it.

        18.2.2.4.2. Call report contact.

18.3. Windows Update policy

Never update before closing store. The windows update sometimes take 5 hours. Tell manager the season has come.

18.4. C/C machine operation with cracked IC chip card

Enter card number manually following c/c machine's program.

18.5. POS system or Windows is not working correctly or frozen

18.5.1. Force quit the application using task manager and restart the application.

18.5.2. Even it is still not working, Shut down computer.

18.6. Walk in refrigerator is not cold

18.6.1. Turn off the power switch; both of fun and engine. After 10 minutes, turn on the both of fun and engine.

18.6.2. Check the outside engine working.

18.6.3. If the engine is not working, call report contacts or electrician

18.7. Broken in/ Assaulted

When the owners/manager is out of town, be responsible to follow the procedure

18.7.1. Call police and report contact

18.7.2. Try to clean up and make up as soon as possible to be able to make business.

18.7.3. Call window company or other professional when it is needed.

18.7.4. Shutdown the store while it is needed.

18.7.5. While owner/manager is out of town, the all of the term profit (sales - cost - expense) is yours.

18.8. Crew's Sudden Quit with Manager's Absence

18.8.1. Try to cover the shift. X2 wage will be paid for volunteer extra work while owner/manager is absent from town.

18.8.2. When no one can cover the shift, close the store with poster with the open schedule.

18.9. Extreme Emergency

18.9.1. Catastrophic Earthquake

If you decide the business cannot be kept at the moment and the store will not be safe, put the all cash in the cash drawer and change box into safe. Post, "CLOSED" and lock the door for store security.

19. Door Bell

We have two separate systems of remote door chimes. They are almost same product. Bose receiver have extended speaker inside of walk in cooler. Crew sometimes should be careful whether both are working or not. Check each censer and replace 9V battery when it is needed.

20. Office Supply

Everybody is expected to pay attention about store supply not to be absence of goods. You must know the place they are stored.

20.1. Supply List

20.1.1. 6 cans Ringer: Moran USA LLC (True brands) via calling not website

20.1.2. Machine Strap: GRAINGER via website

ID: captainsparrow /PW: CaptainSparrow1100$

20.1.3. Printer Paper: Anywhere but the recommended brightness > 92%

20.1.4. Printer Ink: Canon CLI-251 BK/CMY 4PK and PGI-250XL BK: Amazon.com

20.1.5. Shopping Bags

20.1.5.1. Big plastic: Costco

20.1.5.2. Small plastic: Amazon.com

20.1.6. Ice bag: Amazon.com

20.1.7. C/C thermo paper/TSP-100 Thermo paper: Amazon.com

Recognize the thermos chemical surface to set up

21. Wi-Fi Password

21.1. Spot Name: captainsparrow, PW: 9070116241D

22. Order

22.1. Owner/General manager: Siri Fujimoto

22.2. Inventory manager:

23. CONTACTS

Report Contact

Sirius Fujimoto	(907) 306-6241	fujimoto31@gmail.com
Hyesugi Fujimoto	(907) 947-4773	thehesugi@gmail.com

Emergency Contact

Eunyoung Inoue (a friend)	(907) 602-8252	eunyoung@alaska.net
Hirotoshi Inoue (a friend)	(907) 346-7994	akhi777@alaska.net
Hojin Park CPA	(907) 350-9292	
Clif Burnette (Building Manager)	(907) 229-3358	
Steve Ban (Electrician)	(907)727-1057	

Guardian Security   (907)274-5275   Security Phone Code: 4566