

## Outdoor and Sports Policy Summary

<h3 style="text-align: center;">Customer Service and Bike Assembly</h3> <ol style="list-style-type: none"> <li>1. Ensure your bum bag has cable ties, blu tack, tape, a black texta, pen, notepad, retractable blade and data strip clips.</li> <li>2. Carry a scanner to check the ticketing and label new stock.</li> <li>3. Read the Outdoor Merchandise Selling Information guide to improve your product knowledge.</li> <li>4. Ask customers if they need any add-on items to enhance their original product.</li> <li>5. Complete an inspection before the customer purchases a display, especially if it is a bike or scooter.</li> <li>6. Take the outdoor purchase to the customer's car if possible. If not, tell them they can take the trolley out of the store or drive to the loading dock to collect their item.</li> <li>7. Inform the customer they must pay a \$16.50 assembly fee at the registers if they want their bike assembled by an expert or if it is a pre-assembled bike.</li> <li>8. Organise a date for collection and complete the Bike Assembly form to attach to the item purchased.</li> <li>9. Have all items to be assembled or repaired in the bike builder's station ready for the bike builder upon arrival.</li> <li>10. Always offer a built bike from the 3<sup>rd</sup> tier of the bike rack.</li> <li>11. Only place bike displays on the 1<sup>st</sup> and 2<sup>nd</sup> tier of the rack.</li> <li>12. Ensure you know when the bike expert visits the store.</li> <li>13. Show all bike building invoices to the manager to check for any overcharges.</li> <li>14. Enter all invoices into the Monday spreadsheet, scan each invoice to Carmen and then file them away.</li> <li>15. Complete the Holds form when a customer wants the store to hold an item for up to 48 hours and then attach it to the item as well as a duplicate receipt if applicable.</li> </ol>	<h3 style="text-align: center;">Merchandising</h3> <ol style="list-style-type: none"> <li>1. Check displays are directly above the relevant boxed item.</li> <li>2. Position all displays at the same angle in the aisle.</li> <li>3. Only build one display per product.</li> <li>4. Cable-tie all displays to the shelf or the mesh fixture.</li> <li>5. Use a scooter stand for all scooter displays that cannot stand upright in all A and B stores.</li> <li>6. Ensure the shelf of displays is at a reasonable height.</li> <li>7. Change the merchandising on end bays every two weeks.</li> <li>8. Use promotional items or stock from the Top 50 list to place on end bays, round tables and in bulk stacks.</li> <li>9. Place one product line per shelf on end bays.</li> <li>10. Place the same stock on the first two shelves if the top shelf is not within the customer's reach.</li> <li>11. Merchandise stock from smallest to largest, top to bottom or left to right if it is peg stock on hooks.</li> <li>12. Merchandise stock from lightest to darkest, left to right.</li> <li>13. Keep the right amount of air space between shelves.</li> <li>14. Place peg stock that can sit upright on a shelf.</li> <li>15. Zig-zag long items, so every second one is to the far right.</li> <li>16. Place the peg stock on peg fixtures above the boxed items.</li> <li>17. Check the stock on the top shelf is stable.</li> <li>18. Place heavy stock on the lowest shelves for safety.</li> <li>19. Check bulk stacks are about 1.6 metres in height.</li> <li>20. Check side stacks are on the same side in an aisle.</li> <li>21. Only have two side stacks per aisle.</li> <li>22. Place the seasonal stock at the FOS and in the promotional area from September to May.</li> <li>23. Pack away most of the seasonal stock in the storeroom and leave a limited amount on show during Winter.</li> </ol>
<h3 style="text-align: center;">Ticketing and Housekeeping</h3> <ol style="list-style-type: none"> <li>1. Use blu tack to attach the prices on the outdoor display board and use the out of stock sign if necessary.</li> <li>2. Use <b>aisle tickets</b> in the aisles and on peg hooks.</li> <li>3. Use <b>3UP tickets</b> on end bays, round tables and displays.</li> <li>4. Use <b>A4 tickets</b> and toppers for bulk stacks.</li> <li>5. Place all ticketing on the left-hand side of the data strip and in the middle for end bays.</li> <li>6. Do not tape the tickets directly on the stock.</li> <li>7. Complete Outdoor Day on either Tuesday or Friday, or on both days if it is September to December.</li> <li>8. Ask the manager for an Outdoor Day schedule.</li> <li>9. Sweep, mop and vacuum the grass or carpet area every time it is Outdoor Day.</li> <li>10. Use a scraper to remove any gum from the floor.</li> <li>11. Dust all fixtures during the EOD tidy and on Outdoor Day.</li> <li>12. Check the bikes are ready to ride.</li> <li>13. Keep displays clean, tidy, functional and in good condition.</li> <li>14. Clear the resshelf throughout the day.</li> <li>15. Pull stock forward and spot-fill if needed for the EOD tidy.</li> <li>16. Pull peg stock forward and ensure it is all on the hook.</li> <li>17. Repair any damaged packaging.</li> <li>18. Ensure all four outdoor signs are printed in colour, laminated and placed in the correct location.</li> <li>19. Email Karling Morriss any low stock levels.</li> <li>20. Condense and fill to ensure every shelf is full.</li> </ol>	<h3 style="text-align: center;">LP, Damaged Stock and Last Ones</h3> <ol style="list-style-type: none"> <li>1. Cable-tie floor displays when possible.</li> <li>2. Cable-tie the Micro scooters to the Micro stand.</li> <li>3. Use master-boxing for all Micro and Razor scooters.</li> <li>4. Use the empty box from the display for the master box and keep the rest of the stock safe in the storeroom.</li> <li>5. Give customers a brand-new box from the storeroom AFTER the Micro or Razor scooter has been purchased.</li> <li>6. Complete cycle counts every quarter.</li> <li>7. Count each bay from left to right, top to bottom and check no stock is missed.</li> <li>8. Use post-it notes or sticky dots to identify what has been counted. Do not add sticky dots directly to the products.</li> <li>9. Follow the manufacturer's instructions when there is returned and damaged outdoor stock by referring to the Toymate After Sale Service manual.</li> <li>10. Email Karling if there are any issues regarding returned and damaged stock.</li> <li>11. Do not sell a display unless it is the last one.</li> <li>12. Check the SOO by using the Item Detail mode when there are only last ones left to see if the stock has been ordered.</li> <li>13. Email Karling if no stock has been ordered.</li> <li>14. Ensure every discount is approved by the store manager.</li> <li>15. Complete the Stock Adjustment template when writing off any unsellable last ones and have approval from Peter Condello before destroying and discarding any stock.</li> </ol>