

ORHS Band Fireworks Stand
December 20, 2008 – January 1, 2009

The following information packet is the majority of the information that you need to know for working the fireworks stand. The stand is located on FM 2920 approximately 1 ½ miles west of I-45. This first season is a learning process in the way that we operate the store, so please be patient with us as you read through this document and are working at the store.

Directions:

I-45 South, Exit 2920

Turn Right on 2920

Proceed down 2920 about 1.5 miles and the Warehouse will be on the right side of the road. It is a white warehouse.

Our Responsibilities

1. Greeting people at the door
2. Manning the fireworks shelves and handing fireworks to customers
3. Assisting with people checking out
4. Running the cash registers, credit card machines, check machine
5. Restocking the shelves
6. Counting money and filling out paperwork for cash out at the end of the night
7. Making a nightly bank deposit
8. Opening and closing the store

Working the Store

No food or drinks are permitted on the sales floor.

Absolutely no smoking on the premises.

No sitting or chairs behind fences.

There will be one person that will be the shift leader for each shift. They will receive special instructions on how to run the daily operations. Each shift leader will be emailed a list of the people that are working with them on their shift.

In the morning, the morning shift leader will have the keys to the store and registers, and be given the gate code and the alarm code so that they can get the store up and running. The shift leader will then pass off the keys to the next shift leader that comes in the store so that at the end of the day, the last shift leader will be left with the key to close up the store for the evening.

The night shift leader will be in charge of putting the deposit together and getting the funds to the bank for a night drop deposit. The shift leader will be the “boss” of

the shift and will designate responsibilities to each of the members that are working.

At the beginning of the season, on December 20th and 21st, we will take an inventory of all of the fireworks in the warehouse. At the close of the season, January 1st, we will take a closing inventory.

There is a fence that goes around the inside of the store for the “employees” to stand behind while the customers are shopping. Customers are not allowed to touch the fireworks while they are in the store. They will tell us what they would like to purchase and we will place the fireworks in their shopping cart. As the shelves get low on fireworks, we will restock the shelves from the container units behind the store.

Because the customers are not allowed to handle the fireworks while they are in the store, there must be someone to unload their shopping carts during check out. This “unloader” person will unload the fireworks and pass them to the cashier. The unloader will also serve as the sacker for the order.

At the end of the evening, each register will print a report and the shift manager will fill in the paperwork noting the sales for the evening. The money must then be counted, deposit slip filled out, and the deposit run to the bank. At this time, I do not know where the bank is, but I am told that it is close to the warehouse. We will be making night drops at the bank each night. The sales report will then be faxed to the company.

Once the store is cleared out, lights must be turned out, alarm system set, and doors closed and locked. The shift leader will be in charge of making sure that the building is shut down and secure at the end of the evening.

Store Layout

All workers should familiarize themselves with the store layout upon arrival. It is good to know where the items are that people would like to purchase.

Shift Change

Upon shift changes, you will need to hand your job off to the next person that is coming in to work. We do not have a training session, so you will serve as the trainer for the new people coming in. This should take a total of about 10 minutes upon shift change.

Shift managers should plan on arriving at least 10 minutes early, and the shift managers should pass off the key to the next shift manager. If you are a shift manager, you will be notified of whom to look out for.

At the end of the evening, the shift leader will need to get the keys to the next morning’s shift leader. If you are a shift leader, you will be given contact information for the person that you need to hand off the keys to.

Jobs and Description

1. Shift Leader: Responsible for the running of the store. You will be the store manager for your shift.
 - a. Morning shift: Open up and assign duties
 - b. Evening shift: Close down, register report, count money, fax report to company, lights out, lock up, make deposit at bank, pass off key to next morning's shift leader
2. Greeter: Responsible for greeting customers as they come through the doors
 - a. Give every person a shopping cart (required by law)
 - b. Remind them that they can not handle the fireworks until they pay for them (required by law)
 - c. Send them on their way to shop. Be friendly so that they buy a lot of fireworks.
3. Stockers: Assist customers with their selection, restock shelves as necessary
 - a. Stand behind fence and place fireworks in the customers' baskets
 - b. When the shelves get low, go outside to the storage containers to restock the shelves
 - c. Watch for people handling fireworks and remind them that they are not allowed to touch them (they can move them around in their basket, but they can not pick them up and take them out of the basket.)
4. Unloader/Sacker: Unload carts, sack purchases, return carts to greeter
 - a. Stand by the cashier station and unload carts for the customers
 - b. Sack purchases once they are scanned into the machine
5. Cashier: Work the cash register, credit card machine, check machine, make change, etc.
 - a. Scan each item's barcode
 - b. Total out the sale, take payment and make change
 - c. At the end of the evening, cash out with shift leader

Job assignments

The shift leader will be assigned by the fireworks organizer. Shift leaders will be contacted prior to being assigned to make sure that they are OK with the assignment. It will be the shift leader's responsibility to divide the jobs up between the people that are working their shift.

There are some requirements for doing certain jobs. Please understand that you might not get the job assigned to you that you want, but we are all a team and need to accept the assignment that is given to us. We will do our best to keep everyone happy.

On New Year's Eve, we will need fast cashiers that will not fold under the pressure. We are going to make about 85% of our sales on this day, so expect it to be a hectic one. We will be looking for cashiers that have experience to work the cash registers on this day. There are 7 total registers, so we will need 7 cashiers and 7 sackers,

which only leaves a handful of people to work the rest of the store. We need as many hands as we can have from about 2:00 p.m. – 1:00 a.m. on New Year's Eve as this will be the busiest day of the season.

Closing

Thank you for all of your support in making this fundraiser happen. I know that we will have a good time running the store and make a lot of money to help support our kids and our program.

If you have any questions, please feel free to contact Jack Allen at 832-928-9817. Text messages are OK, but please tell me who you are in case I do not have your number in my phone.

Emergency Contacts

Jack Allen 832-928-9817

Jeriald Dillard 281-451-6684

Office Personnel (Top Dog fireworks)

Problems that rise during operation:

Missy Broadway 713-817-8583

In Case of Emergency at the Store

Houston Office 281-405-8100

Missy Broadway 713-817-8583