

## Bagger Training

Welcome to Sullivan's Foods! You have been hired to work as a customer service representative / bagger. The position as a Bagger is very important as you are the last person that the customer has contact with at the store! It is you that will leave the final impression on the customer – and we want it to be a good one!

### **Bagger Responsibilities:**

**1. Greet the customer:** Always greet the customer with a smile! Converse with the customer ( you can always talk about the weather). **Never converse with another cashier or bagger while a customer is present .**

### **2. Bag Groceries for the cashier / customer**

Bagging groceries for the customer is not always as easy as you may think. First you must ask the customer the question – “Is plastic ok today?” Most customers will use plastic bags however, there are still some customers who prefer paper bags. If a customer has no preference then we should promote the plastic to save trees.

When you bag groceries you should try to pack the bags as full as possible ( taking into consideration the items being purchased. Example : a customer only has 3 items – one item is a large box of dry laundry detergent and the other two items are produce. You would then use two bags. It is important for you to know that the cost of bags is about 7 cents apiece.

When you bag groceries you should try to bag comparable items in the same bag if it is a large order. Example: Frozen Food should go into the same bag. Dairy items should go into the same bags. Soaps, detergents, cleaning products should go into the same bag. Meat should go into the same bag. Etc.

Special need grocery items:

In cold weather you should always double bag bananas. ( always remember soft fruit goes on the top).

Bread always goes on the top or in a separate bag if needed.

Meats should be double bagged in a freezer especially in the summer. Always double bag chickens.

Hot deli foods should be in a separate bag or double bagged.

Always check the caps on detergents, milks bleach etc. so as does not soil a customers car. Chemical items should always be double bagged.

Assist customers in getting items out of bottom of carts. For some of the larger items the cashier may have a UPC number that will be sufficient - but always make sure the cashier knows that there are items under the cart.

3. Always ask the customer if they need help out with the groceries. If there is not another large order you should just automatically take it out for the customer. It does not make sense to see a customer taking out their own groceries just to have you standing at the end of a lane drumming your fingers on the checkstand! Customers that should always have a carry out are: The elderly, large orders, pregnant women and women with kids.
4. Everytime that you go out to the parking lot, you should always check for carts. Bring in carts so they are not left in the lot for people to hit and or wind to blow into cars.
5. Parking lot should be checked for carts every 15 minutes.
6. Stock shelves if instructed to in slow times. However, you must always remember that the customer is the number one priority. Often times people get stocking and avoid the calls to the register for bagging. Remember the customer is your number one priority and the reason for your job.
7. Price check items if the cashier needs a price. It is always best if you take the product with you to price check so that you are making sure that you are checking the price on the right product.
8. Frequently a customer may say she forgot an item. You may be asked to go back to get the item for the customer. ( example : an elderly customer forgot to pick up lettuce – that is a long walk for an elderly person).
9. It is the law that we have people available to assist disabled customers. There may be a few occasions that you may need to help someone go around to get their groceries.
10. If you see a customer walking who looks like they are looking for something – ask them if you can help them find something. You may ask: “Is there anything I can help you find today?” Whenever possible we need to walk the customer to the item. Not just say – It is in aisle 6. This is a very big store and aisle 6 is a very big aisle.
11. Clean – up spills. Anytime that you see something that has been spilled or a wet floor spot it needs to be cleaned up right away. ( This store has a very expensive high – tech floor and it is very important to clean up right away with a mop and water). Always make sure to put out the wet floor signs.
12. Following either carrying out for a customer or packaging for a customer, you should always acknowledge the customer. You can do this many ways: you can thank them for shopping at Sullivan’s, tell them to have a good day, tell them see you next week etc.. If at all possible call them by name. People always appreciate knowing that an employee cares enough to call them by name.

As an employee of Sullivan's Foods, I understand my job duties and functions as listed above. I also understand that my job is a team effort and that there may be other job duties and functions that may be asked of me.

Signed \_\_\_\_\_ Date \_\_\_\_\_