

# *Circle M Beverage*

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## I. Introduction

This training manual will teach you everything you need to know about Circle M Beverage at the Rocky Point location. The current owner of this business is George Macdonald and the general manager is Chris Dozier. Our uniform is the company Circle M Beverage shirt. Do not wear basketball shorts to work. Until you receive your company shirts, wear a plain black shirt. You will receive a 30 minute lunch/dinner break. (Depending which shift you are working.)

### Store Hours:

Monday	9am-8pm
Tuesday	9am-8pm
Wednesday	9am-8pm
Thursday	9am-8pm
Friday	9am-9pm
Saturday	9am-9pm
Sunday	11am-7pm

There are some simple basic rules you need to abide by. Some of these basic rules are:

1. Always be on time, preferably a bit early to your shift.
2. Always respect your co-workers.
3. If you are on the schedule for a certain day/time, be there.
4. Call on Saturday to find out the next week's schedule.
5. There is ALWAYS something to be done. Do not stand around. If you absolutely cannot find something to do, ask Chris/George.
6. If you are going to do something, do it right or do not do it at all.
7. ALWAYS check dates/rotate stock if necessary. The newest product always goes on the bottom of the stack.
8. No texting/answering phone calls when on the clock.
9. Always come to work prepared. This includes having your uniform, pen/pencils, and a box cutter.

## II. Daily Tasks

### a. MORNING:

- Open front doors, put in door stoppers.
- Turn on all of the lights in the cooler and floor.
- Put the garbage pail outside.
- Put the “Open” flag up.
- Open the bay gates AND side gate.
- Bring out the growler and propane sign.
- Unlock the empties containers and propane cage.
- Open the bay garage door to the warehouse.
- Turn on the lights in the warehouse.
- Put the wooden ramp down when entering the warehouse.

### b. NIGHT:

- Make sure the empties are all sorted and placed where they belong.
- Empty the cardboard cart as well as all garbage pails in the front, back, upstairs, etc.
- Fill all windows with any missing six-packs, cans, 12 packs, 18 packs, etc.
- Shake out all mats, leave them outside.
- Empty the ashtrays outside.
- Sweep/mop the floors.
- Turn off the hose valve all of the way.
- Clean growler area; put the black caps over the growler nozzles.
- Bring both signs into the bay area.
- Bring in the emptied garbage pails from outside.
- Bring in the flag.
- Lock all trucks/empties containers.

- Lock the main AND side gate.
- Lock the propane cage.
- Turn off the lights in the back.
- Pick up wooden ramp and shut the door.
- Close the bay garage door.

### III. Cashier

- If you are hired as a cashier, you will receive training on how to operate the POS system and the lottery machine.
- **NEVER EVER SELL ALCOHOL TO MINORS!** All customers buying alcohol must be over the age of 21. **NO EXCEPTIONS.** Ask for an ID.
- Customers purchasing lottery tickets must be over the age of 18.
- Customers purchasing tobacco related products must be over the age of 19.
- Selling alcohol, tobacco, and lottery tickets to anyone underage is against the law. It is a serious crime. It will cost you your job and possible other charges.
- As a cashier, during your shift, you are responsible for the drawer if it is under at the end of the night.
- If there is no one in the store, there are always things that need to be done. Make six packs of cans/bottles, fill windows, clean, stock soda/water, etc.
- Answer the phone. “Circle M Beverage, how may I help you?” Customers usually call for store hours, placing orders, asking questions about if we have a certain product in stock, etc. If you have any questions, ask Chris/George.

#### IV. Empties

- We have a storage container where we take back any empty cans, plastic bottles, and glass bottles.
- Most of these are worth five cents each. Ask the customer to put 20 cans or plastics in each box, or 24 glass bottles per box. After adding up their total amount of empties, use the calculator/printer to print them a receipt. Have the customer bring this to the front counter inside to receive their refund.

##### a. Sorting

###### i. Plastic/Cans

- All of the plastic and cans get sorted into their corresponding bins.
- Plastic and cans are sorted by their distributor. (Such as Coke, Pepsi, Poland Spring, etc.)
- Once the bags are filled up, tie them a few times to prevent cans/plastics from falling out.
- Bring the bag to the corresponding truck/container outside.
- The “box truck” is for all products that Coke takes back, including Poland Spring.
- Any product that doesn’t fall under Coke will be placed in the truck with the bay doors.

###### ii. Glass

- Empty glass gets sorted into three basic categories: Clare Rose, Manhattan, and Boening.
- There will be a list provided of the brands of beer that belong to these three distributors.
- All of the glass gets sorted to their appropriate distributors and put into boxes which hold 24 bottles in each.
- Once these boxes are filled, they are placed in a certain block order either six or seven rows high.

##### b. Block Order

- All of the empty glass 24 pack boxes get placed on certain pallets in a certain order.
- Clare Rose always gets placed on the black pallet in a seven block format.
- Manhattan and Boening vary, but usually placed in either nine or ten block formats.

## V. Stock

- Stock is done each and every day. Go through all of the isles/cooler and look at which products are running low. Make a list of the products and a rough estimate on how many of the product is needed on the floor.
- Go into the back and find the product. If it is not accessible, ask someone certified by the OSHA safety legislation (Powered Industrial Vehicles) to operate the forklift to get the product needed.
- Load up a hand-truck/dolly with the product and bring it to where it is needed. Check the dates on the product already on the floor. The newest product always gets rotated onto the bottom of the stack.
- The two most important things while doing stock is making sure the stacks of product must be very straight so no cases topple over and damage other product, and making sure ALL STOCK IS ROTATED.

## VI. Windows/Cooler

### a. General Information

- The windows are in the cooler, they consist of all the six packs of cans/bottles, 24oz cans/bottles, 40 ounce bottles, 12 packs of cans/bottles, and finally 18 packs of cans.
- They need to be filled constantly throughout the day. At the end of the day, the cooler should be completely filled up so they do not have to be filled the next morning.

### b. Six Pack Windows/Room

- There is a six pack room inside the cooler to the left as soon as you walk in. It is filled with mainly all of the cold craft beer six packs. They can be filled from the back or floor if they start to run low.
- There are also six packs of the more common beers in the window portion of the cooler. Once they start to run low, go to the empties area and grab the empty six pack holders. Open a 24-pack of bottles and fill them. Bring them into the cooler and fit them in the windows and leave the overflow on the racks directly behind the six-pack spot.

- If the six-pack cans start to run low, ask a cashier to make six pack cans if it is not busy. They will grab a 36-pack of cans and break them down into six packs.
- c. 24/40oz Glass and Cans Window
- The 24/40 ounce bottles and cans are also stocked in the windows. When they run low, go to the racks behind it and grab whatever you need to refill the windows.
  - If there is a certain product that has run out on the racks, refill them with the product kept in the back.
- d. Keg Room
- The keg room is in the back room of the cooler. It houses all of our kegs that are for sale. People can call in and order a keg for pickup or delivery. If someone calls wanting to get a keg, mark the specific keg off the keg list so it won't be sold.
  - When we get deliveries, we often receive kegs. As soon as we receive kegs, go grab the keg list from behind the counter. Add a tally mark for each keg we get in under the appropriate column.
  - Every week, we redo the keg list. This consists of taking a fresh keg list, and going through every single keg, marking it down as they go. Put it into the correct category on the sheet. Find the brand of the keg, and mark down if it is a 1/6<sup>th</sup> (slim barrel keg), 1/4 barrel, or a 1/2 barrel. Within the week of the keg list being made, employees often forget to add the kegs we receive/cross off the kegs we sell on the keg list. This causes confusion and angry customers if they are expecting a specific keg and we sell it before they pick it up.
- e. Growlers
- We have special brews on tap at the front of the store.
  - The customer must pay a one-time charge for the glass growler. After that charge, they will only have to pay for the beer/ale on tap.
  - If a customer asks to get a growler/refill, ask Chris/George, or someone able to fill up a growler to help them.



## VII. Deliveries

### a. Receiving Deliveries

- We receive deliveries multiple times each week. We usually receive the most deliveries on Thursdays.
- When receiving deliveries, the first thing we usually do is line up all the bags of empty plastic/cans for that distributor by the fence. The distributor will take back all of the empty kegs, cans, plastics, and bottles that belong to their companies.
- When receiving the deliveries, the invoice will need to be checked with the product received. Mistakes happen. Always check the invoice and make sure it is exactly the same as the quantity/brand of product received in the shipment.

### b. Sending Out Deliveries

- We deliver to many different places such as residences, businesses, hospitals, etc.
- You will receive an invoice with all the information needed for that particular delivery. It will include the place you are delivering to, their contact information, the order, the price, and more.
- Put together their order and triple check everything. Make sure you did not leave anything off of their order.
- After delivering their order, check and see if they have any empties for you. (Cans, bottles, kegs, etc.) If they do, take them and deduct the total amount from their bill. Add up their total at the bottom of the invoice.
- Make sure they sign the top copy. Give them the bottom copy of the invoice. If they pay the full amount in cash, write on the invoice “Paid in full, cash.” If they pay with a check, write “Paid in full, check” and write the check number and amount on both copies of the invoice.
- If there is ever any questions whatsoever when on a delivery, call the store and talk to Chris/George. If they do not have the payment available, make sure you call and see if you can leave the product there or if you need to take the delivery back.