

AGENDA SUPPLEMENT

Licensing/Gambling Hearing

To: Councillors Mason, Pearson and Wann

Date: Monday, 24 May 2021

Time: 5.30 pm

Venue: Remote Meeting

The Agenda for the above meeting was published on **14 May 2021**. The attached additional documents are now available for the following agenda item:

- 6. The Determination of a Section 18(3)(a) (Pages 1 - 64)**
Application by Co-operative Group Food Ltd
for a premises licence in respect of Co-op
Hallmark House, Ground Floor, Chocolate
Works, Campleshon Road, York, YO23 1PX
(CYC-068304)

Additional documents submitted by the Applicant.

This agenda supplement was published on **18 May 2021**

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Licensing Hearing 24 May 2021

Additional documents submitted by Applicant

- Plan
- 'Welcome to New Colleagues' pack
- 'Age Matters' guidance

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Food

CO
OP

Main
+
Snack
+
Induction

Welcome Pack

Name:

Welcome to your store

This pack will help you through your induction period with us.

There'll be activities, checklists and space for you to make notes and jot down ideas.

Don't worry, your Store Manager and Buddy will be with you every step of the way.

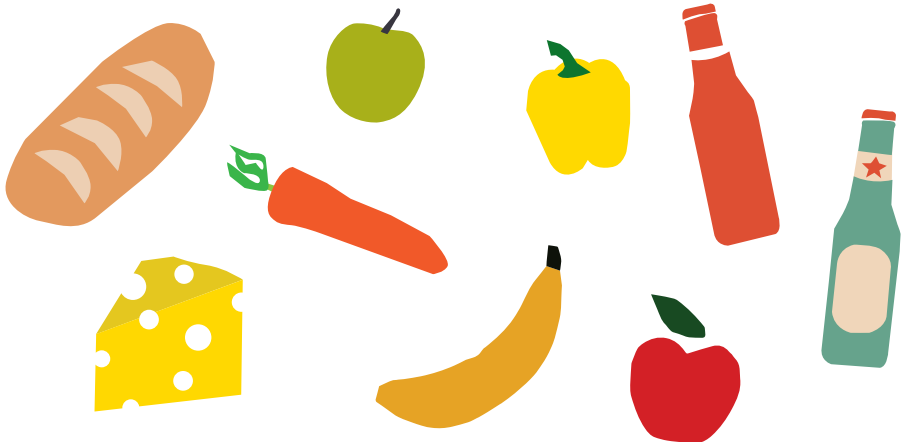
You'll learn most things in store but you will also be heading out for a day.

This is your pack to look after and keep. As the saying goes, the more you put into it, the more you will get out of it!



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Your core journey

Day 1

Let's get started!

Day 1 is all about getting you set up to be great in your role.

Your first day will be spent with your Store Manager or Buddy, finding your bearings in your store and learning all about our Co-op difference.

To ensure you're safe and we abide by the law, you may need to complete some additional modules. Don't worry though, your Store Manager or Buddy will take you through these.

Week 1

We're setting you up for success!

During your first week you will need to complete all of your core modules. These include things such as Age Matters and Shop floor basics. You'll do these either on e-learning or with the help of your Buddy.

You'll find a full list of what you need to complete in the 'Core modules' section of this pack.

Week 2 - 12

Become a specialist!

These areas are optional and will be based on your development and what your store needs.

If you have these departments in store and they are of interest to you, have a conversation with your Store Manager about getting trained on them.

They include departments such as Bakery, Delicatessen, Food Safety Level 2, Post Office, and Cash.

Week 2 - 4

Department Savvy!

We want you to know all of the basic departments in the store, so, during your first 4 weeks you'll be learning all about Electronic Point of Sale (EPOS), News and Mags and Checkouts.

Welcome to Co-op!

During this time you'll also need to attend an event called 'Welcome to Co-op' which is a really fun and informative day with other new colleagues from your area, to learn about our Co-op and how you can have a positive impact on our customers and your store.

Reviews

During your first 12 weeks with us your line manager will spend time with you at weeks 4, 8 and 12 to review your progress and support you during your induction period with us.

Finding your bearings



Welcome to our Co-op

What happens when down-to-earth, decent, hard-working people, who are free to use their best judgement, work for an organisation which carefully balances profits with ethics for the benefit of its members?

The answer is that you get magic. Co-op magic. Be part of it.

Welcome

You're starting work for one of the largest co-operative consumer groups in the world and we have a lot to be proud of. Over the next few weeks, you'll be introduced to our business and learn more about our history but for now, let's talk about the really important things, like finding your way around your store, our policies, and some of the great benefits you'll get by working with us.

One of the first things that will happen is that your Store Manager will link you up with a Buddy. Your Buddy will help you navigate the first few weeks and will show you the ropes. Don't be afraid to ask questions, it's important to us that you feel comfortable and happy at work which is what your Buddy is there for.

Don't forget to have a look at our website, which has lots of information about our policies, perks and people: colleagues.coop.co.uk/

You're going to meet your team and learn lots over the next few weeks.

Make some notes about the basics below to help you remember:

My Store Manager's name is:

My Team Manager's name is:

My Team Leader's name is:

My Buddy's name is:

My teams' names are:

If I am not able to come in I should call:

Pay day is:

My holiday entitlement is:

My membership number is:

*** It's really important that on day 1, you log on to MyHR and enter your bank details - if you don't do this, we won't know where to pay you.**

Our Co-op and you

Aside from a great business and fantastic people, there are plenty of other reasons to work with us.

Co-op Colleague Membership

Great rewards when you buy Co-op own brands. 5% for you, plus 1% for your local community.

Electrical

5% colleague discount on a huge range of electrical goods, plus Co-op membership rewards on selected items.

Food

Great food for less, with 10% discount on top of your 5% membership rewards.

Funeralcare

Exclusive colleague discounts on funeral arrangements and pre-paid funeral plans.

Insurance

Special colleague discounts of up to 25% on home, pet and motor insurance, plus savings on breakdown cover.

Legal Service

5% off Conveying, Will, Family, Personal Injury and Probate and Estate Administration.

Pensions

Helping you save for the retirement you want, with valuable contributions from the Co-op.

Plus much more, including:

- Child care vouchers
- Death in Service
- Retail and Leisure Discounts
- Rental Deposit Loans
- Credit Union



Simply scan the QR code above or go to:

coop.co.uk/benefits

To register, just have your employee number and national insurance number handy.

You can access the site from work or home, meaning you can take advantage of our offers at any time.

Useful Contacts

USDAW

The Co-op recognises the rights of employees to be members of trade unions and, as a long term supporter of the trade union movement, **actively encourages** membership by all employees. Co-op recognises **USDAW** as the appropriate trade union to represent colleagues and negotiates terms and conditions yearly.

Please visit the USDAW website at www.usdaw.org.uk or call **0800 030 8030** for more information.

Employee Assistance Programme

Offers a range of services such as counselling, information, signposting and support across a wide range of issues such as personal and work related concerns, legal and financial advice, health, and child and elder care.

The EAP service is **confidential**, available **24/7** and run by an **independent** provider.

Call **0800 069 8854**

For online support visit: www.validium.com
Username: **Coop**
Password: **Group1844**

Bullying and Harassment

We do everything we can to make our Co-op a great place to work, where colleagues feel safe and comfortable to be themselves. Our Bullying and Harassment Policy is available to everyone on the intranet.

If you have any worries, you can contact the **Whistle Blowing** helpline on **0800 374 199**.

Or contact the Co-op Food **Bullying, Harassment and Discrimination** helpline on **0844 728 0165** or by email at h&bcomplaints@coop.co.uk

Your case will be handled sensitively and with integrity.

“Here at the Co-op we strive to create an environment that embraces individuality, celebrates the fact that everyone is different yet equal and where every colleague is treated with dignity and respect.

Our Co-op is very proud to attract such a diverse workforce. Creating a culture where colleagues can be authentic, honest, and true. Where individuals are encouraged to flourish, feel engaged and rewarded. We remain a reputable inclusive employer amongst our peers, recognising that ‘variety is the spice of life’ and that self-expression and creativity are essential when enable colleagues to develop their full potential.”

Aspire

Women's Career Network

Aspire is an informal support system for Co-op women who wish to pro-actively develop themselves, build a network or advance their career with the Co-op.

We are a fully inclusive network and welcome male members who want to get involved. Aspire holds several events each month which include informal networking discussions, lunch and learn workshops and ‘roundtable’ sessions where senior women share their career journey.

What do we do?

We offer:

- Regular communication with other, like-minded colleagues with similar aims.
- Facilitated and informal networking opportunities both across and outside of the Co-op.
- Access to a broad range of resources to enable you to plan and move towards progressing your career.
- ‘Lunch and crunch’ sessions that enable you to broaden your personal and professional development.
- Opportunities to engage with the network and contribute to it's future either through your Aspire Steering Team or contributing articles and ideas to the Aspire member magazine.

Join us

If you want to become a member, or are interested about finding out more, email us at aspire@coop.co.uk or get in touch via Twitter @aspire_co_op

Respect

LGBT+ Network

Respect is the Co-op's lesbian, gay, bisexual and transgender (LGBT+) network.

We have two simple aims: to make sure LGBT+ colleagues can be themselves at work and to promote LGBT+ equality throughout the Co-op and beyond.

We believe that creating a workplace where everyone can flourish is up to all of us; that's why everyone is welcome to join Respect, whether you identify as LGBT+ or not.

Join us

If you want to become a member, or are interested about finding out more, email us at respectlgbt@coop.co.uk or get in touch via Twitter @cooprespectLGBT

What do we do?

Support

Going through a difficult time because of your sexuality or gender identity, or know someone who is? We're here for you.

Develop

We help colleagues get the most out of their careers through mentoring schemes, training and careers advice.

Inform

LGBT+ issues matter. We make sure that colleagues' voices are heard at the highest levels of our Co-op.

Socialise

Events give colleagues a chance to meet new people and learn more about LGBT+ issues, culture and history.

Policy and procedure

Here at the Co-op we are proud of presenting a professional image to our customers.

We'll provide you with a uniform in order to keep you looking smart, and any other appropriate protective clothing to protect our food products from sources of contamination. But, we don't want to be too strict; we respect individual differences and understand you may sometimes want to express yourself through how you look.

If you have long hair, false nails or nail extensions, be sensible - make sure they don't get in the way of you carrying out your job.

Keep your feet safe by wearing clean, dark, flat shoes that protect your toes.



To minimise any risk to health and safety, if you wear jewellery, tuck any loose items out of harm's way.

Piercings that might get caught or fall out shouldn't be worn.

Remember to wear your name badge so customers and colleagues know who you are.

We don't want to make our customers sick so hands and nails must be kept clean and tidy.

Other things you need to know

Make sure that your Manager or Buddy has gone through the following policies with you. You can also find all our policies on How Do I, or on the intranet under HR > People Policies. If you have any questions, don't be afraid to ask.

- Advanced rate of pay and when you'll be eligible
- How to book a holiday and the amount of notice you need to give
- The Day 1 Policy Information sheets
- How to clock in and out
- How to read and understand the rota
- How to report sickness and that you've understood the Absence Policy

We know there may be times when you need to be off work due to health or other reasons. It's important that you read and understand the Absence Policy and follow the instructions.

You will not be paid for the first 3 days of any sickness absence.

Shifts

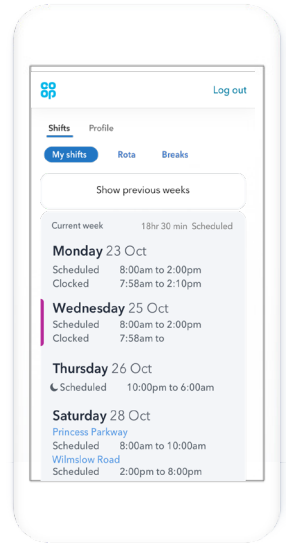
Shifts allows you to view your working schedules on your mobile device. Simply go to shifts.coop.co.uk and enter your employee number and mobile number to receive a login code.

However, if you do need a paper copy of your schedules you can request this from your Manager if you need to.

Here's what Shifts will show you:

- Future and past schedules - 3 weeks in the future and 12 weeks in the past
- Paycodes
- Live clock-times - to see when you clocked in/out
- Rota - to see when your colleagues are working
- Shift preferences - to see your contract hours and maximum and minimum shift
- Pay dates
- Break Rules - see what breaks you're entitled to
- The store you're working in
- Manager's highlighted on the rota in bold

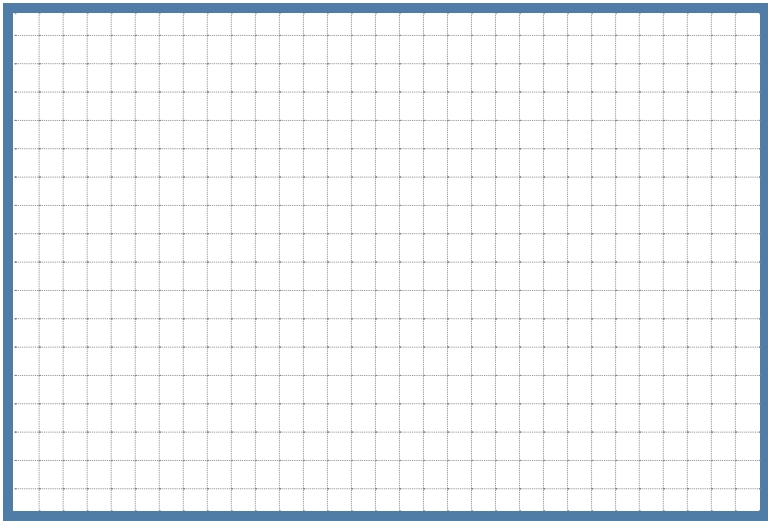
Make sure your mobile number is correct in the MyHR system so you can access it. If any of the information is incorrect, then speak to your manager. You can find more information on Shifts on How Do I.



Notes

A series of horizontal dotted lines for taking notes.

Explore your store

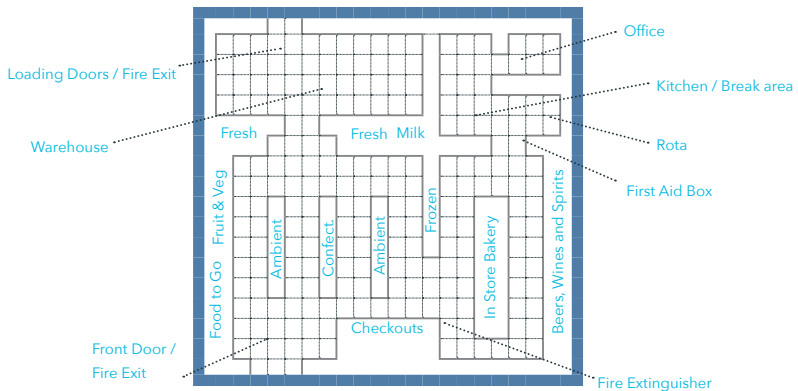


Now that you've had a tour and learnt a bit about your job, your first task is to find your way around.

Use the grid above to draw a sketch of your store, it doesn't have to be perfect but going around and having a look at what goes where will really help you find your feet. There's an example at the bottom of the page.

Here's a few ideas of things to show:

- First Aid Box
- Emergency Exits
- Warehouse
- Back Office / Kitchen
- Location of Rota
- Location of Fire Extinguishers
- Shop layout (include Ambient, Frozen, Confectionery, Fresh, Food to Go, Checkouts etc.)



More about us

Now's a great time to have a look around your store and learn a bit more about it. Have a go at answering these questions:

Our Food

Find an Irresistible product - what is it?

What makes it Irresistible?

Find a promotion - how do you know it's a promotion?

How much is our Co-op bread?

Where does our Co-op Pinot Grigio come from?

What does the Red Tractor mark tell you about our meat?

Your Store

What time does your store open and close on a weekday?

Find your store's True North compass - what's your store doing well in?

What does this mean for our customers?

Our Ethics

How much money does the One Foundation receive for every litre of Co-op water sold?

Find a bar of Co-op chocolate - what does it tell you about Fair Trade?

What other things can you find in store that are fairly traded?

Community and membership



Membership in your community

Our Co-op Membership not only brings benefits to you but also benefits your local community.

Your Buddy will now tell you all about our membership offer and how that works in your local community.

To help you be the best you can, we have a challenge for you. Fill in the questions below after your conversation with your Buddy. You might need to speak to other colleagues or your Store Manager to find the answers.

About membership

What % reward is 'for you'?

What % reward is 'for your community'?

Where can members find out their reward balance?

What Co-op businesses can members earn reward in?

Colleague member benefits

How do you become a colleague member?.....

What % discount do colleague members get in store?.....

Community

What are your three local causes?

How are the local causes chosen?

How do members choose which local causes to send their community reward to?

Membership in your community

Joining membership

How much does it cost to become a member?

What ways can customers become members?

What do customers need to do in order to register their temporary card?

Can temporary card holders spend rewards?

More on membership

What are independent Co-op societies?

What can our members do on their online account?

How to join as a colleague

If you are already a member of our Co-op you should call our membership contact centre on **0800 023 4708** with your employee number and they will convert you to a colleague member.

If you are not a member already you can join online and quote your employee number to become a colleague member.

Talking membership

This is your first introduction to the world of 'talking membership' with our customers, you will learn more about this when you attend your 'Welcome to Co-op' event.

A good thing to remember is that your colleagues will be clued up with membership; watch how they introduce it to our customers.

You are a customer yourself so consider how you would like membership to be mentioned to you. We really want you to use your judgement. For example, if a customer looks like they are in a rush it might not be a good time to mention all aspects of our membership offer, just like on the other hand, if a customer has a full basket or trolley we will have more time to talk through the key benefits of the offer.

Here's a few suggestions of things you could say and a re-cap of the key messages:

Are you a member of our Co-op?

Hello, can I swipe your membership card?

Did you know you can donate 1% of what you spend on own brand products to one of three local causes?

Talking Membership



Shop—Own brand products and services
Join—£1 buys a share in our business

5% for you when you choose Co-op products and services

1% for your community when you choose Co-op products and services

Core modules











Setting you up for success

Your core modules are essential to set you up in your new role.

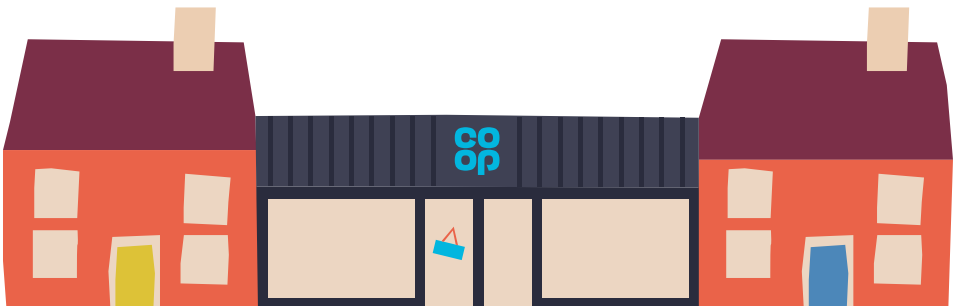
They should be completed in your first week but some need to be completed before you do certain tasks, as it's the law.

We've provided you with a checklist below to make sure you cover everything you need to in your first week.

What do you need to do?	When you need to do it by	Delivered by		Details	
		CITRUS	Manager/Buddy		
Day 1 Policy Information Sheet	Day 1			We need you to know about our policies on HR Shared Services > People Policies and How Do I	
Essential Petrol Skills (petrol sites only)	Day 1			If you work in one of our petrol sites please complete this before starting any work so you know how to work safely with petrol.	
Health and Safety	Day 1			Your safety is important to us and it's essential that you know the health and safety rules to follow in your store.	
Scottish Licensing (Scotland only)	Day 1			If you work in one of our Scottish stores, it's the law that you need to complete this before going on the shopfloor.	
Tobacco Display Ban <ul style="list-style-type: none"> Scotland England Wales 	Before working on checkouts			There are different rules depending on where your store is and the size of your store. Your Store Manager will assign the right module for your store.	
Age Matters (Level 1)	Before working on checkouts			We want you to follow our Challenge 25 Policy to protect you and our Co-op when you're selling restricted products, which is why you need to complete this before working on the checkouts.	
Post Office Local (Post Office Local stores only)	Before working on checkouts			If your store has a Post Office Local kiosk you will need to refer to How Do I for training before dealing with any Post Office services that we offer.	

Setting you up for success

Food Safety	Before handling any products	✓		We want to keep our customers healthy so it's important that you are aware of our food safety practices in store before handling any of our products.
Availability	Week 1		✓	We want our products to be available at the right time, in the right place in the right quantity for our customers to buy.
Energy & Environment Induction	Week 1	✓		We want to be energy efficient as it protects the environment and it reduces our costs.
Keeping it safe	Week 1	✓		We want you to feel safe at work. Although some of the situations in this module are few and far between you need to know what to do if any of them happen in your store.
Shopfloor basics	Week 1		✓	Our customers expect great shopfloor standards when they visit your store so we're going to show you what you need to do to meet those standards.
GDPR	Week 1		✓	You must complete your training during your first week. Using the store's workstation, go to the Food Intranet Home page and in "Quick Links" on the right side of the screen, click on "General Data Protection Regulation (GDPR)". Log in using your employee number as your username and password.



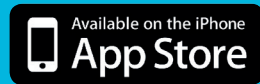
Shop floor basics

In this module you will learn all of the core tasks you'll need in order to do a brilliant job on the shop floor.

We'll guide you through what good looks like and what you can do to make a difference in your store and for our customers. By the end of the module you'll have the skills and confidence to get started.

The module will consist of a pre work 'Shop floor app' where you'll watch a series of virtual reality clips. Be sure to watch these before starting the module. After that you'll complete a series of activities and questions, using the Shop floor workbook which your Buddy will hand to you. There will be various activities for you to complete on your own and with your Buddy.

To download the app, simply search **Co-op Shop Floor** in the App Store or Google Play Store



Logging in

Your log in is your store hub number, ask your Manager or Buddy if you're unsure.

Your store will have a virtual reality headset for you to use, there's some instructions on the next page on how to use the headset. If you prefer not to use the headset that's fine, you can choose the option on the screen. Try sitting down whilst watching the clips for the first time.

Headset Instructions



1 Open the velcro on the top



2 Pull open to reveal the two side panels



3 Fold back the two panels



4 Open out the whole panel, then fold it underneath



5 Secure the side panels down using the velcro pads



6 Remove the lense covers



7 Pop your device inside, make sure it's secure using the rubber band

Welcome to Co-op





Invitation

**You are invited to attend a
'Welcome to Co-op' event.**

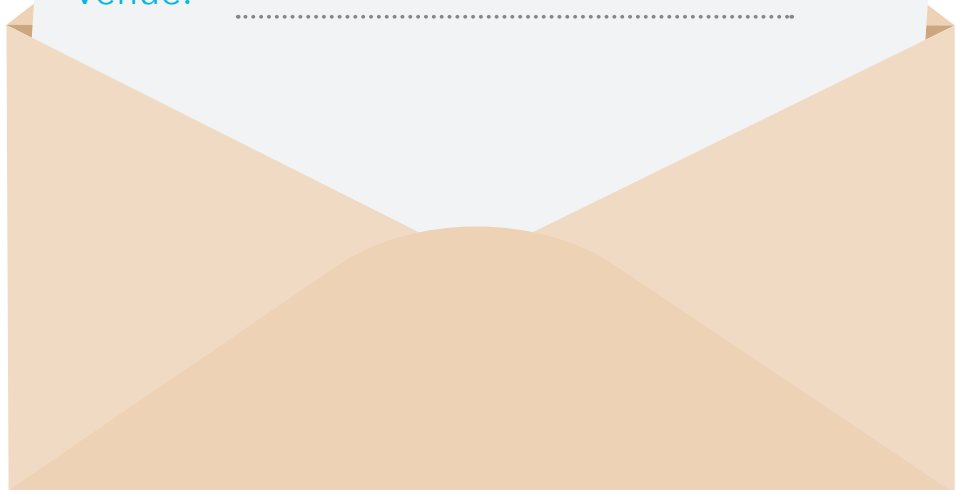
It will be a fun and relaxed event all about looking at how you can have a positive impact on our customers and making your store the best it can be.

Book your event with your Store Manager and note the details below:

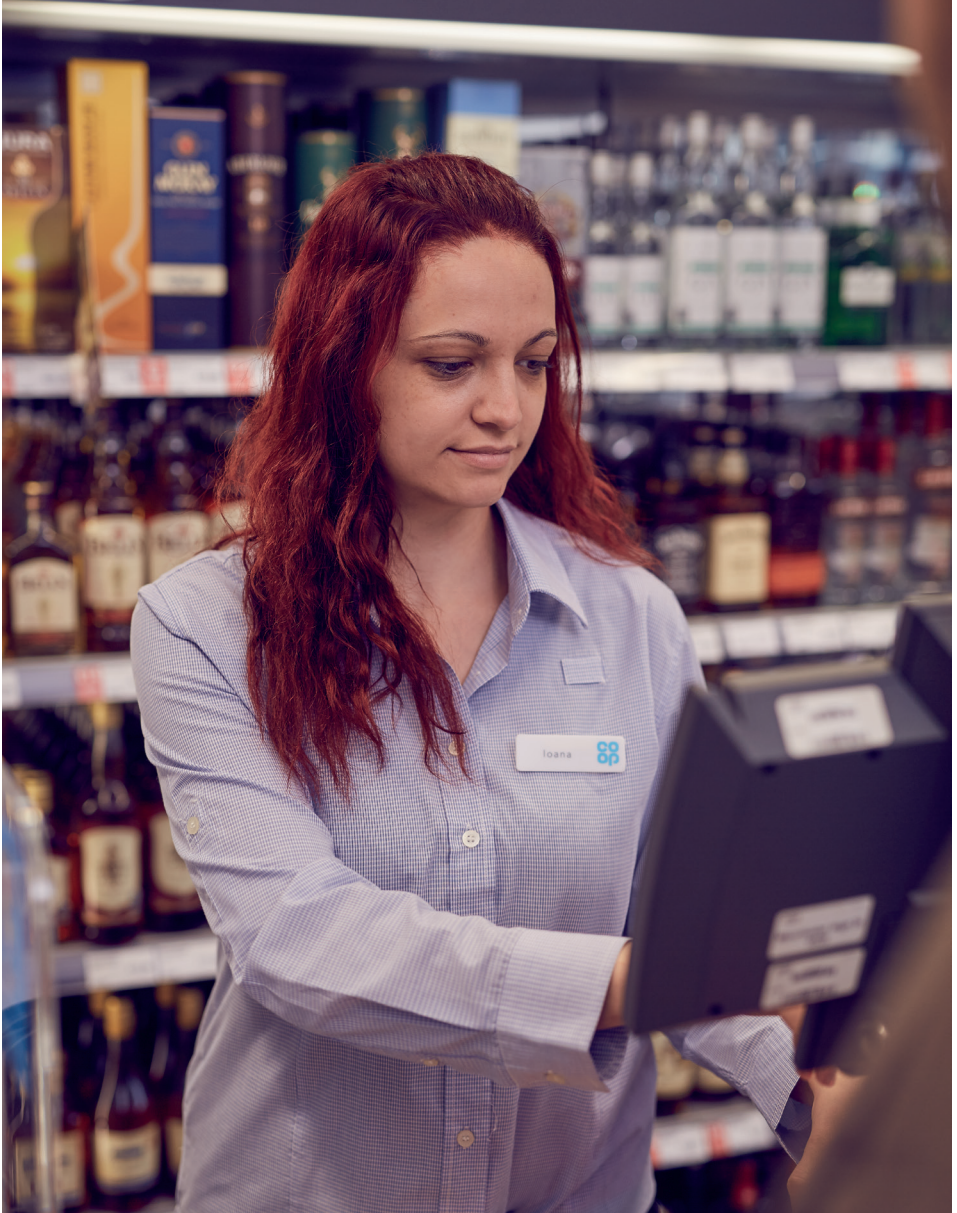
Date:

Time:

Venue:



Department training



Electronic Point of Sale (EPOS)

For this module you should complete the questions below with support from your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Shelf Edge Labels (SELs)

Why are SELs important?

.....

.....

.....

Where do SELs sit?

.....

.....

What information is shown on a SEL? Use your knowledge to complete the information below:

What else is shown on the SEL for produce? Why's it important?

.....

.....

Find the SEL for Diet Coke cans, what's different about it? What does the symbol mean?

.....

.....

What do you do if there's a SEL missing?

.....

Electronic Point of Sale (EPOS)

Point of Sale (POS)

What other labelling and signs can you see around the store?

.....
.....
.....

What's a POS kit and when would you use it?

.....
.....
.....

What's a planogram? How do you use it to position products?

.....
.....
.....

What advertising can you see from outside your store? Why is it important?

.....
.....
.....

What do you do if there's a POS sign missing?

.....
.....
.....

How do you run a price check on the shelves?

.....
.....
.....

Warehouse

For this module you should complete your 'Colleague Warehouse Workbook' which will be given to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Pre-work



Watch the Warehouse clip on the Shop floor app before completing the module.



News and Mags

We want to offer our customers great News and Mags all day, everyday. We'll show you all the processes from delivery to returns and explore how we can do this in the most cost effective way for our Co-op.

Your News and Mags training is delivered via CITRUS and then you should buddy up with another colleague to shadow them so you get the on-job experience before being let loose on your own.

Your Store Manager needs to assign the following modules for you to complete:

Module 1 - Delivery and Service Levels

In this module we'll look at how your news and mags get to your store and how you should check to ensure you get everything you're being charged for by the supplier.

Module 2 - Merchandising & Weekly Activity

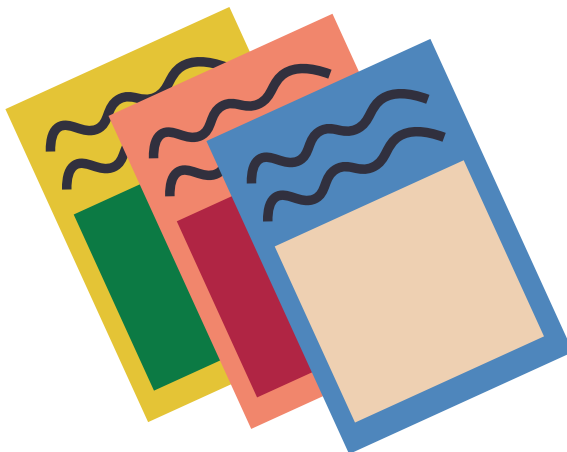
In this module we'll look at what great merchandising looks like and what you need to do on a weekly basis to keep your news and mags section looking great for our customers.

Module 3 - Returns & Documentation

In this module we'll look at how to complete the returns process and the documentation that you need to complete, along with it to make sure your store gets the right credits.

Module 4 - Order Levels & Customer Orders

In this module we'll look at how you can amend your order levels if you're getting too much stock, or not enough stock and how you can order one-off requests for customers.



Checkouts

There is a 'Core Checkout Guide' opposite for you to use whilst completing your 'Colleague Checkout Workbook'. Your workbook will be handed to you by your Buddy.

There will be various activities for you to complete on your own and with your Buddy.

Here's some instructions on how to fold up your 'Core Checkout Guide':

Front

Saving Stamps

- Make sure the customer has enough of the stamp to receive the reward.
- Check the stamp balance on the receipt.
- Check the stamp balance on the receipt.
- Check the stamp balance on the receipt.

Gift Cards

- Scan the gift card barcode on the back of the gift card when the customer is ready to pay.
- Check the gift card balance on the receipt.
- Check the gift card balance on the receipt.

Lottery

- Process the Lottery through the Lottery terminal before the items are scanned.
- Check the Lottery terminal for any messages.
- Check the Lottery terminal for any messages.

Carver Bags

- Process the Carver Bag through the Carver Bag terminal before the items are scanned.
- Check the Carver Bag terminal for any messages.
- Check the Carver Bag terminal for any messages.

Yards and Refunds

- Process the Yard through the Yard terminal before the items are scanned.
- Check the Yard terminal for any messages.
- Check the Yard terminal for any messages.

Print/Pay

- Process the Print/Pay through the Print/Pay terminal before the items are scanned.
- Check the Print/Pay terminal for any messages.
- Check the Print/Pay terminal for any messages.

Back

Standards

- Be polite and friendly to all customers.
- Be professional and maintain a clean appearance.
- Be efficient and accurate in your work.
- Be helpful and provide excellent customer service.

Things that shouldn't be on the kiosk:

- Handed to other products
- Anything that blocks customers
- Screen a coffee bar
- Multiple heavy items
- Lost and found items

Visitor sign in

- Any contractors must sign in at the end of the shift before going out and leaving the store.
- Any contractors must sign in at the end of the shift before going out and leaving the store.

Age Related Sales

- Challenge 25 process used to confirm the age of any person buying an age restricted item.
- Challenge 25 process used to confirm the age of any person buying an age restricted item.

Customer Conversation: Deals

- Be proactive and offer deals to customers.
- Be proactive and offer deals to customers.

Folding instructions

- 1** Tear out the Core Checkout Guide
- 2** Flip the Core Checkout Guide so the back page is facing you
- 3** Fold down the middle vertically
- 4** Fold along the centre horizontally
- 5** Fold along the centre horizontally again
- 6** Your Core Checkout Guide is complete and ready to carry in your pocket



GO OP

Core Checkout Guide

Carrier Bags

The law requires all stores to charge for single use carrier bags given out.

The 5p charge applies to the following bags:

- Standard single use carrier bags – the customer must be charged 5p for each carrier bag taken

The 5p charge doesn't apply to the following:

- Thin plastic bags used for raw unpackaged meat, poultry or fish (only fish applicable in stores with butchery or fish counters)
- Paper bags used for loose bakery items, loose food to go products or pick 'n' mix sweets
- Flower bags
- Cardboard wine carriers

Ask customers if they have their own bag, if not offer one, informing them of the 5p charge or the bag for life option. Offer to pack the customer's bag for them. Thank them and say good bye.

Voids and Refunds

- To void a single item: press Line Void > Enter the number of the line you need to take off the bill
- To void the whole transaction: press Managers Function > Void Transaction > Yes
- For a refund: press Managers Function > Refund > scan the product > select the correct reason code. If the customer doesn't want to make a complaint: press No
- For customer complaints follow the till prompt to fill in the customer details > press No if the customer doesn't have a membership card or Yes and scan if they have a card
- Enter the amount of the refund then press cash if the customer paid cash for the item. Press EFT if the customer paid with a card. Ask the customer to sign the refund receipt and place in the till. Give the customer the value in money if it's a cash refund
- Complete the transaction by pressing Managers function > No Sale > Yes then place the receipt in the till

Lottery

- Process the Lottery through the Lottery terminal following the Lottery terminal training guide which can be found on How do I policies > Lottery training guide
- Scan the Lottery ticket barcode on the till. If the barcode does not scan, press Lottery > Lottery sales > Type in the amount of the ticket > Enter
- A prompt will then ask you if the customer is over 25. Follow the Challenge 25 Policy to complete this section of the transaction
- Scan any other items the customer may have and complete the transaction as normal. Ensure the customer receives their Lottery ticket
- Thank them for their custom and wish them a good day

PayPoint

- Carefully follow the screen instructions when carrying out all transactions. Only when the transaction has completed should you give the customer back their card, key or bill, and hand them their PayPoint receipt
- For transport ticket transactions, remember to place and seal the receipt within the receipt wallet provided
- If you're not sure if you can accept a customer's card, key or bill – just try it or look through your terminal touch screen menus
- A small percentage of PayPoint transactions will fail. This is caused by a network failure with PayPoint
- The till will display a prompt then add the value of the failed transaction to the change due on the till screen and on the receipt

Gift Cards

- Scan the long barcode on the back of the gift card, when the sale appears on the till screen, check the amount is correct
- Once a gift card is activated, the transaction should never be voided unless a card is declined or the customer does not have enough cash
- If this is the case you should send the gift card back to the supplier. Phone operational store support for more information on 0844 262 2001 Option 2
- Scan any other items the customer may have and complete the transaction as normal
- Once the transaction is complete you will get a gift card receipt with the customer's normal receipt. Make sure you give the customer both receipts. Thank them for their custom and wish them a good day

Never scan the little barcode on the back of the gift card. This will charge the customer but not activate it.

Saving Stamps

- Press Service > Saving Stamps > enter the amount of saving stamps the customer requested. Complete the transaction as normal
 - When the till opens give the customer the amount of saving stamps requested. As the stamps are sticky, always make sure that you've only given out the right amount
- Redemption**
- Make sure the customer has stuck all the saving stamps onto a saving stamp card and filled in their details on the back of the card
 - At the payment screen enter the value of the saving stamps and press saving stamp
 - Put a pen mark across the stamps to show they've been used and place the saving stamps into your till
 - Each saving stamp is the value of £1. Change can only be give up to the value of 99p. Saving stamps can't be used to buy lottery, concessions, coffee shop products or fuel

- The till will display a prompt then will move into refund mode with the value of the failed transaction pre-populated on the basket screen
- The cashier should press sub-total and complete the refund using the original tender method (either EFT or a mix of EFT and cash)
- The customer will be asked to reinsert their bank card and re-enter their pin, a customer copy refund receipt will be produced. NB: the refund may take a couple of days to be credited back into the customer's bank account
- The till will display a prompt and will auto cancel the EFT, no receipt is produced and the customer will NOT be asked to re-insert their bank card. NB: the value of this transaction may be displayed as a pending transaction in the customer's bank account for up to 10 days

PayPoint is a well-recognised brand that enables customers to pay a wide variety of bills including bills, with cards, keys, tokens etc. and allows for mobile and overseas top ups to be purchased.

Standards

To ensure we deliver and meet customer expectations every time they choose to shop with us, we have store standards in place to keep things running smoothly.

- Make sure all damaged and loose stock has been removed
- Keep all items in the right place and labelled
- Replenish kiosk supplies (fill rolls / carrier bags) in the designated area
- Wipe down surface areas to keep them clean
- Make sure the floor is clean and clear of slip, trip and fall hazards
- Tidy and replenish kiosk displays
- Keep the cigarette gantry doors closed with price lists displayed
- Adopt a 'clean as you go' process on all sections
- Ensure all legal signage is displayed
- Make sure there are clean customer baskets available – trolleys if applicable
- Keep the manager's workstation clear and clutter free
- During busy periods make sure the combination Office till has colleagues to cover it so sure your kiosk is set up to planogram the kiosk door free from clutter and parcels
- Keep carrier bags stocked up so that they're available when the customer needs one



Things that shouldn't be on the kiosk:



- Reduced to clear products
- Anything that blocks customers or causes a safety issue
- Multiple charity boxes
- Lost and found items

Visitor sign in

- Any contractors must sign in and out of the visitors book upon arriving at and leaving the store
- Let contractors know your store's fire safety provisions, procedures and arrangements upon arrival at the store. The visitor/contractor instructions sheet should be attached to the front of the visitors book for this purpose
- Any accidents or incidents involving a contractor must be reported using the Accident process
- Let contractors know of any site specific hazards which they should be aware of during their visit, such as deliveries



A great looking kiosk gives our customers the right impression about our stores - clean and well organised

Maintain a clean, tidy, clutter-free and efficient kiosk with everything in the right place and readily available



Offer a quick and efficient service for our customers, which will result in happy/loyal customers that will return to our stores

Customer Conversation: Deals

- Increasing awareness of our offers in stores gives customers the confidence that we as a business offer great value for money
- Engaging with customers also provides a high level of customer service and shows customers that we care about their needs - we don't see them as just another transaction
- Always be aware of what's currently on promotion
- Engage with customers on the shop floor and chat to them about what's in their basket - remember to greet them with eye contact and a smile
- Chat with the customer on both the shop floor and the kiosk, offering alternatives and meal solutions where necessary

Age Related Sales Challenges

A Challenge 25 process is used to confirm the age of any person trying to buy an age restricted item. You must challenge any customer who appears to be under the age of 25, to produce an acceptable form of identification if they're buying an item which is age restricted. The till point will also remind you to do this.



Please be prepared to show ID when buying age restricted products

Additional department training



Become a specialist

There are some departments we have that your store may or may not have. These are specialist areas and not all colleagues will need to be trained on them. If you're interested in these and your store has them, have a conversation with your Store Manager to let them know.

Bakery/Hot Food/Coffee

We want our customers to love our prepared food departments. We'll show you what you need to do to cook and display the products and how to make sure our products are available. We'll explore food safety in relation to our prepared food departments and how this can impact on our customers.

You will need to have completed the Food Safety Level 2 course.

Delicatessen

We want to offer our customers a great deli service. We will show you how to operate a deli and how to make our products look their best. We'll explore what you need to do to deliver great customer service.

You will need to have completed the Food Safety Level 2 course.

Post Office

We want to give our Post Office customers great service whilst operating within Post Office guidelines. We'll show you what services are available and how to meet our customers needs.

Cash

We want our cash to be handled with care. We'll show you what you should do with our cash to handle it securely. We'll explore how cash handling is an important part of your role and what could happen when we don't follow the correct processes.



Ready, set, go!



Ready, set, go!

The following questions are designed to help you remember the information you've learnt during your induction. Jot down your answers and show them to your Store Manager who will be able to check them for you. It's important that you complete these as they are part of your induction sign off.

Introduction to Co-op

Name the Ways of Being Co-op values and describe what they mean to you.

What does it mean to be a member of our Co-op?

What rewards do members get?

Ready, set, go!

How do you set up new members using a temporary card?

Community

What are the local causes your store supports?

How were the local causes selected?

Ready, set, go!

Shop floor

What type of customers visit your store?

What times of the day is your store busiest?

On average how much money does your store make each week?

Walk around your shop floor with your Store Manager or another colleague imagining that you're a customer. Talk to them about anything you think could be improved on your shift or in the future. Write a couple of key points down afterwards to summarise what you talked about with them.

Ready, set, go!

Service

How can you provide great service on the shop floor?

How can you provide great service when you're on the checkout?

How can you help to manage queues in your store?

What do customers think about your store?

Ready, set, go!

News and Mags

Showcase the News and Mags section to your Store Manager or another colleague and describe how it shows 'what good looks like'. Write a couple of key points down afterwards to summarise what you talked about with them.

Bakery (if trained)

Showcase your Bakery department to your Store Manager or another colleague after you've been working in it. Describe 'what good looks like' in the Bakery. Write couple of key points down afterwards to summarise what you talked about with them.

Store Manager sign off

Once you've completed the questions above sit down with your Store Manager who will check them for you. They should then sign below to confirm that they have checked these and signed off your induction.

Store Manager name:

Store Manager signature:

Date:

Notes

A series of horizontal dotted lines for writing notes, starting with a thick dotted line at the top and followed by many thin dotted lines.



Designed by Co-op Food HR 2018

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Version: 1.6 (23.07.18)



The co-operative food Zoe Lyon (LMS Admin) [Exit](#)

Preview - Age Matters Level 1 2017 v4.0

>

Welcome to Age Matters


SMOKING KILLS

Brand
Name



START

Operational L&D

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Preview - Age Matters Level 1 2017 v4.0

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Test your memory

How well do you know your age-restricted products? We've listed some in the squircles below - see if you can tell yourself the age for each before clicking in the shapes (left to right) to reveal the answers.


12



18



18



The minimum age to purchase DVD/Video and Computer games varies by product. Please check the age guidance on the product.









3

7

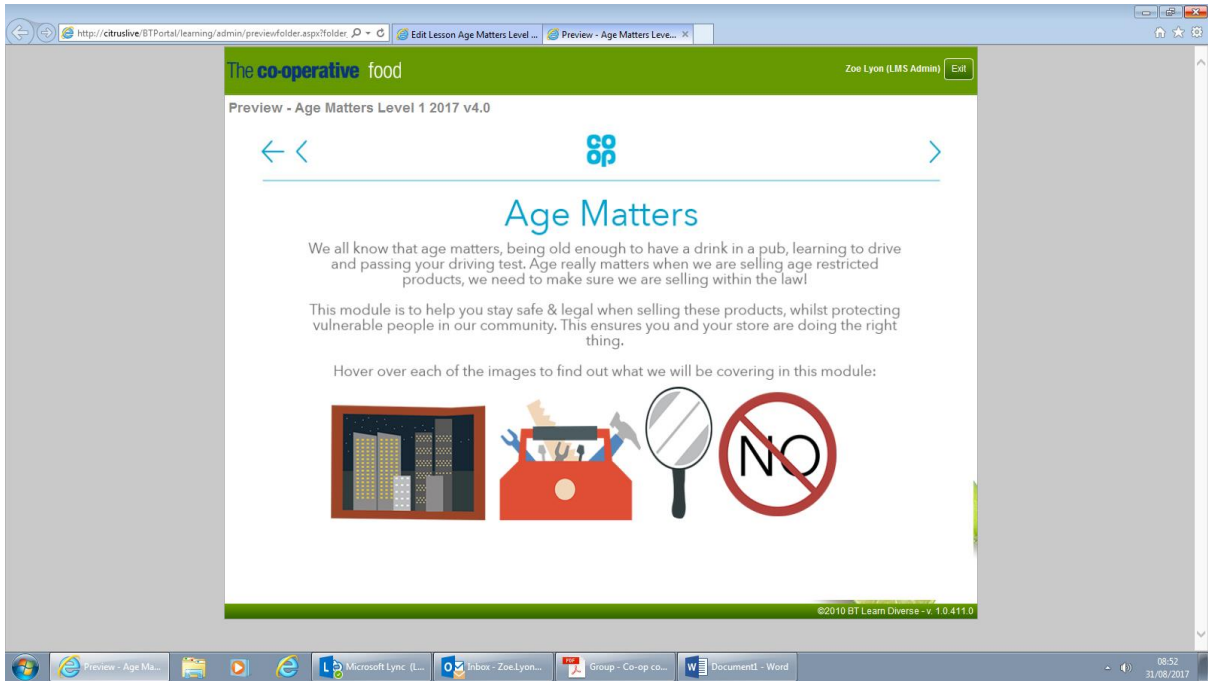
12

16

18



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The Bigger Picture – The impact of selling products to under age people

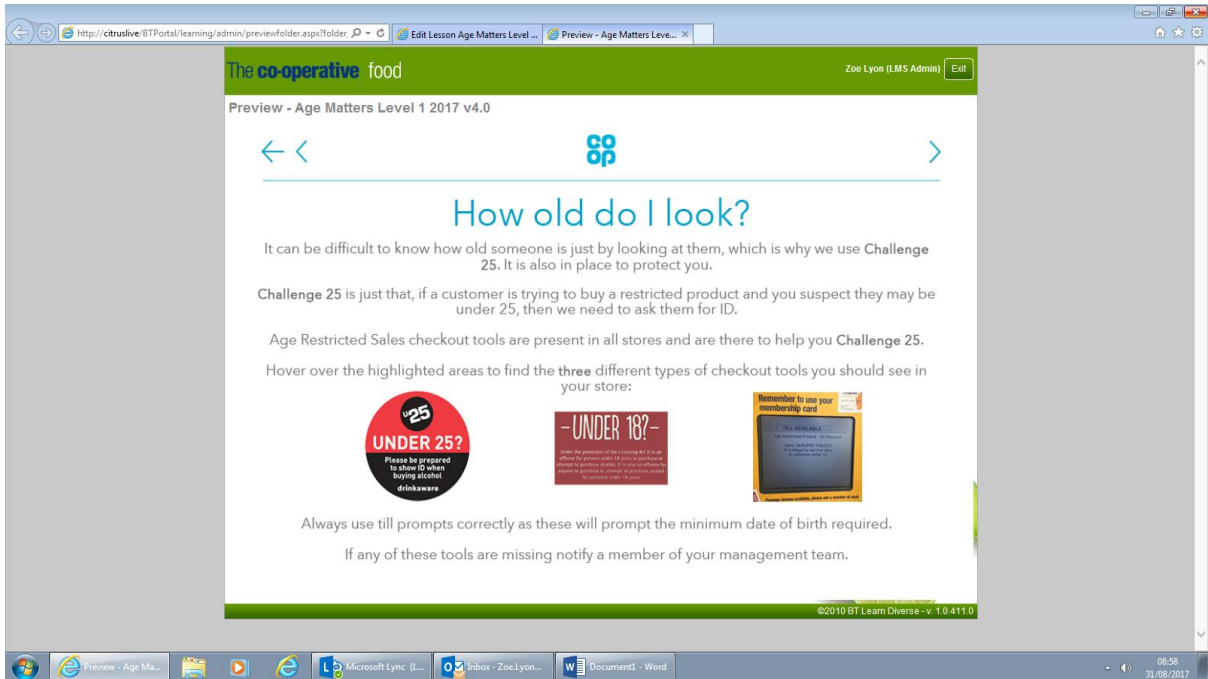
The Toolkit – What tools are there to help you

How old do I look? – Challenge 25, the when and how

Just say no – Refusing a sale

The screenshot shows a web browser window with the URL http://citruslive/BTPortal/learning/admin/previewfolder.aspx?folder_.... The page header includes 'The co-operative food' and 'Zoe Lyon (LMS Admin)'. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a slide with the heading 'Checks are ramping up'. The slide text reads: 'Recently there has been an increased emphasis on stores that sell Knives, Hair Dyes and Solvents. Click the squircles to reveal more info:'. Below this are three blue circular buttons labeled 'Knives', 'Solvents', and 'Hair Dyes', each with associated text. The 'Knives' section states: 'For stores that sell kitchen knives, due to police and community concerns over knife crime we will see increased test purchases on these.' The 'Solvents' section states: 'The law has recently changed on solvents - there is now no minimum age for restricting their sale. You need to use your best judgement - refuse the sale if you believe a customer is buying with the intention of using them to get 'high'. Have you read the Solvents factsheet which explains more? This can be found in the Age Restricted Sales area of CITRUS Policy.' The 'Hair Dyes' section states: 'Stores that sell these must read and understand the new associated document. This can also be found in the Age Restricted Sales area of CITRUS policy.' The footer of the slide contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar at the bottom shows several open applications including 'Preview - Age Ma...', 'Microsoft Lync (L...', 'Inbox - Zoe.Lyon...', and 'Document1 - Word'. The system clock indicates the time is 08:58 on 31/08/2017.

The screenshot shows a web browser window with the same URL as the first image. The page header is identical. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a slide with the heading 'Challenge 25 - What does it mean?'. The slide text reads: 'You're told to abide by 'Challenge 25' - but what does that actually mean? Hover over your choice from below (read them carefully!):'. Below this are two blue circular buttons labeled 'A' and 'B'. Under button 'A', the text reads: 'If you think a customer buying alcohol or other related products is under the age of 25, you are advised to ask for ID to see if they are old enough to do so.' Under button 'B', the text reads: 'If you think a customer buying alcohol or other related products is under the age of 25, you should inform a colleague that you are selling an age-related product.' The footer of the slide contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar and system clock are identical to the first image.

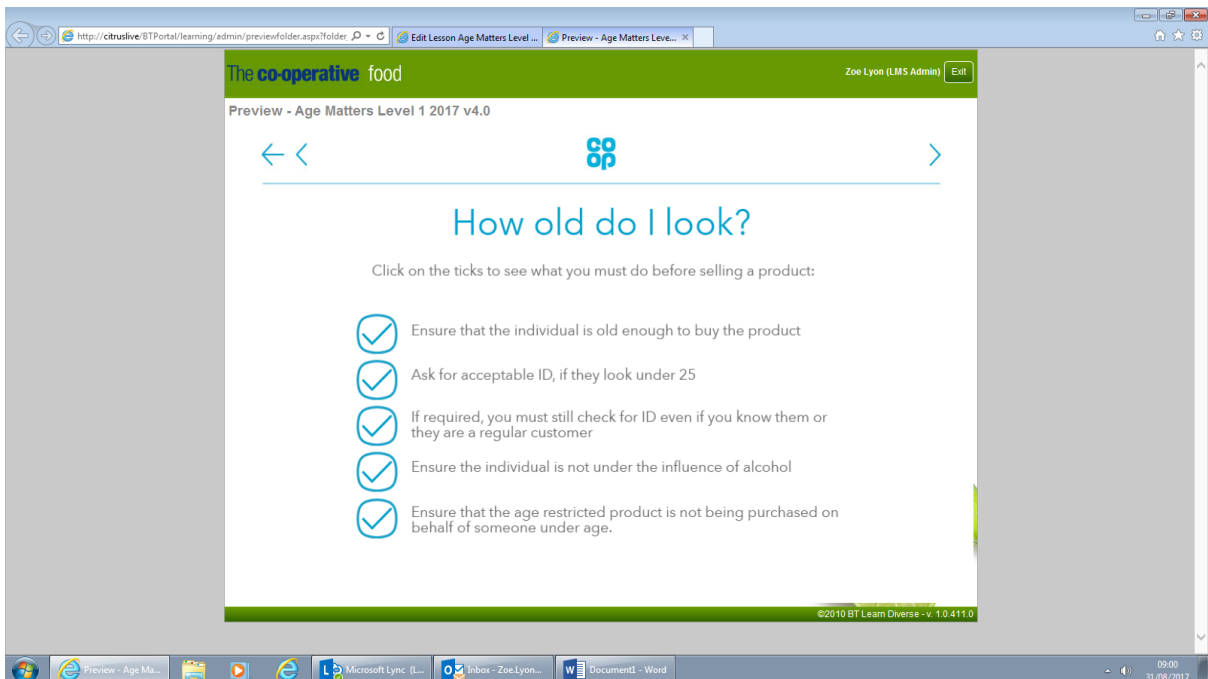


Hover overs

Challenge 25 Badge

Age restricted Point of Sale

Customer facing till screen



The co-operative food Zoe Lyon (LMS Admin) [Exit]

Preview - Age Matters Level 1 2017 v4.0

← < > →

How old do I look?

From time to time the police and other enforcement officers will conduct test purchases to check our systems and procedures work in preventing under age sales. Therefore it is vital that the Challenge 25 policy is being used.

If you are notified you have failed a Test Purchase (FTP), then you must notify your manager immediately.

Please remember that the same process for following Challenge 25 will need to apply when supervising a self-checkout (AST). Before you authorise the purchase you need to be confident that they are old enough to purchase the product.

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The co-operative food Zoe Lyon (LMS Admin) [Exit]

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How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it. Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

Compare the customer to the ID. Does the person presenting the ID actually resemble the picture?

Or does he resemble the picture too closely?

Here's what to look for:

- If the customer is wearing exactly the same clothing and hairstyle as the photo on the ID, be suspicious. The ID might have been made hours before.
- Look for slight differences in facial features. People often present the IDs of close family members as their own.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

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http://ctrustive/ETPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

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Preview - Age Matters Level 1 2017 v4.0

How old do I look?

When checking someone's ID, it can be hard to tell if it is genuine, just by looking at it. Hover over the ID for some tips to help spot a fake ID. There are 5 key areas to find.



Ask the customer for information from the ID such as their date of birth. If he or she has stolen someone else's ID, they might not remember smaller details.

If the customer cannot give their personal information without hesitation then it may be a fake or stolen ID.

If in doubt ask for additional photo ID. A lot of fake IDs are legitimate IDs that were lost, stolen or transferred. If that's the case, the customer won't have any additional ID as backup.

Look for signs of anxiety. If the customer is avoiding eye contact, or looking nervous, be suspicious.

If you're still unsure, smile at the customer and say, "I think I need my manager to take a look at this." If it's fake, the customer will want it back immediately, and you can hand it back and refuse the sale. If it's real, he or she will probably be fine with having a second set of eyes on the ID.

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Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document - Word 09:01 31/08/2017

http://ctrustive/ETPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

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Preview - Age Matters Level 1 2017 v4.0

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Please note that any of the above identification can only be accepted if there is a photo included.

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Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document - Word 09:02 31/08/2017

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Preview - Age Matters Level 1 2017 v4.0

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How old do I look?



Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.



The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:

Any photo Passport (UK or Foreign) is acceptable.

As with any ID you are shown, be sure that it is genuine before accepting.


Proof of Age Card


Please note that any of the above identification can only be accepted if there is a photo included.

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09:02 31/08/2017

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How old do I look?



Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:


Proof of Age Card


Any photo Driving Licence, provisional included (UK or Foreign) is acceptable as long as you are sure that it is genuine.

Please note that any of the above identification can only be accepted if there is a photo included.

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09:02 31/08/2017

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The co-operative food

Preview - Age Matters Level 1 2017 v4.0


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How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Isle of Man (IOM) Stores - local relevant ID cards can be accepted.
The main ID card used in IOM for alcohol is 'Proof of ID' card.

Please note that any of the above identification can only be accepted if there is a photo included.

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09:02 31/08/2017

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The co-operative food

Preview - Age Matters Level 1 2017 v4.0


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How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Proof of Age Card which carries the PASS hologram. There are many variations of the PASS card including 12+, 16+ and 18+, check your CITRUS policy to find out more.
Please note PASS cards cannot be accepted in the Isle of Man.

Please note that any of the above identification can only be accepted if there is a photo included.

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09:03 31/08/2017

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Preview - Age Matters Level 1 2017 v4.0

How old do I look?

Whenever you come across an age related sale and you are unsure of the person's age, you must ask for ID.

The till will always prompt you when selling age related products.

Hover over the images below to see which ID's can be accepted in our stores:



Additionally in Northern Ireland, Electoral Identity Cards are accepted.

Please note that any of the above identification can only be accepted if there is a photo included.

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Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document1 - Word 09:03 31/08/2017

http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

The Bigger Picture

There are many repercussions to under age selling.


Failing to uphold your responsibilities can have serious consequences to you and your store.

Hover over each picture below to find out more:

You:

1. On the spot fine of £90 (Scotland £200)
2. Potential disciplinary process and job at risk
3. Taken into custody, fingerprinted and DNA swab taken
4. Court proceedings, with an unlimited fine, formal caution or imprisonment.

Remember to always ask for an acceptable form of ID. The challenge 25 Policy is there to protect you.




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Preview - Age Ma... Microsoft Lync (L... Inbox - Zoe.Lyon... Document1 - Word 09:03 31/08/2017

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Preview - Age Matters Level 1 2017 v4.0


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The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Customer:

1. An unlimited fine if caught buying a restricted product for someone under age
2. Embarrassment
3. Possible criminal record
4. Could impact career prospects.




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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:04 31/08/2017

The co-operative food Zoe Lyon (LMS Admin) [Exit](#)

Preview - Age Matters Level 1 2017 v4.0


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The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Store:

1. Licence could be suspended or revoked
2. Right to sell selected or any restricted products could be removed
3. Loss of sales
4. The incident could also be reported in the media, resulting in bad press and poor local reputation.



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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:04 31/08/2017

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Preview - Age Matters Level 1 2017 v4.0

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The Bigger Picture

There are many repercussions to under age selling.
Failing to uphold your responsibilities can have serious consequences to you and your store.
Hover over each picture below to find out more:

The Wider Community:

1. Alcohol abuse accounts for 47% of violent crimes committed each year
2. 33,000 people die from excessive drinking each year
3. There is 1 death a week from solvent abuse.

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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:04 31/08/2017

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Preview - Age Matters Level 1 2017 v4.0

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The Bigger Picture

The People in Our Community

When selling restricted products, we also need to pay attention to **who** we are selling to.

Not only do we need to ensure the customer is old enough to purchase the item, we also need to ensure they are not intoxicated. This can be seen in various physical elements, such as:

- Slurred speech
- Stumbling or swaying
- Flushed face
- Dropping things/difficulty picking them up
- Smell of alcohol on the person

The above elements could also be a sign of illness rather than intoxication. This can be a difficult call to make. There is no reason for us not to sell to someone who is unwell. However we do have a responsibility to make sure they do not come to any harm. If you need more advice then speak to your manager.

This is a good example of thinking about and looking out for the people in your community.

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Taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:05 31/08/2017

The screenshot shows a web browser window with the following elements:

- Browser tabs: http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder_..., [Edit Lesson Age Matters Level...](#), [Preview - Age Matters Level...](#)
- Page Header: **The co-operative food** (with logo), **Zoe Lyon (LMS Admin)**, and an **Exit** button.
- Page Title: **Preview - Age Matters Level 1 2017 v4.0**
- Navigation: Left and right arrow icons, and a central logo.
- Main Content:

Just say no.

Hover over the images to find out what we will be looking at next:

Proxy Sales

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- Taskbar: Shows icons for Internet Explorer, Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., and Document1 - Word. The system clock shows 09:06 on 31/08/2017.

The screenshot shows a web browser window with the following elements:

- Browser tabs: http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder_..., [Edit Lesson Age Matters Level...](#), [Preview - Age Matters Level...](#)
- Page Header: **The co-operative food** (with logo), **Zoe Lyon (LMS Admin)**, and an **Exit** button.
- Page Title: **Preview - Age Matters Level 1 2017 v4.0**
- Navigation: Left and right arrow icons, and a central logo.
- Main Content:

Just say no.

Hover over the images to find out what we will be looking at next:

Asking for ID

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- Taskbar: Shows icons for Internet Explorer, Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., and Document1 - Word. The system clock shows 09:06 on 31/08/2017.

The screenshot shows a web browser window with the URL http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder_ID=C. The page header includes 'The co-operative food' and 'Zoe Lyon (LMS Admin)'. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a navigation bar with left and right arrows and a central icon. The main heading is 'Just say no.' followed by the instruction 'Hover over the images to find out what we will be looking at next:'. Below this is the sub-heading 'Refusing a Sale' and three illustrations: a woman holding a child's hand, a woman standing, and a man holding a sign that says 'NO.'. The footer of the page content area reads '©2010 ET Learn Diverse - v. 1.0.411.0'. The Windows taskbar at the bottom shows the system clock at 09:06 on 31/08/2017.

The screenshot shows a web browser window with the same URL as the first image. The page header is identical. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features the same navigation bar. The main heading is 'The Licensing Objectives'. Below this is the text 'As a responsible retailer we need to ensure we are upholding the licensing objectives. These are set out by the licensing authority. These are (click the numbers):'. A list of five numbered objectives follows: 1. The prevention of crime and disorder, 2. Public safety, 3. Prevention of public nuisance, 4. The protection of children from harm, and 5. Additionally in Scotland, protecting and improving public health. The footer of the page content area reads '©2010 ET Learn Diverse - v. 1.0.411.0'. The Windows taskbar at the bottom shows the system clock at 09:07 on 31/08/2017.

http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

The co-operative food


Preview - Age Matters Level 1 2017 v4.0

Just say no - Proxy Sales

We can support the 'Prevention of children from harm' licensing objective by ensuring we are not selling any age related products to people underage. If you believe an age restricted product is being bought for someone under-age you have a responsibility to refuse the sale. This is known as a proxy sale.

There are common things to look out for, if you believe a proxy sale is taking place.

Click on the images to find out what these are:



- Young people loitering outside the store, speaking to different customers.
- Products that appeal to young people e.g. Alcopops, Vodka, cheap wines, cider and lager.
- Purchases made using lots of small change.
- Alcohol only sales.

Customers may also be unaware that purchasing alcohol for someone under age is an offence and they could be fined up to £5,000.

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09:09 31/08/2017

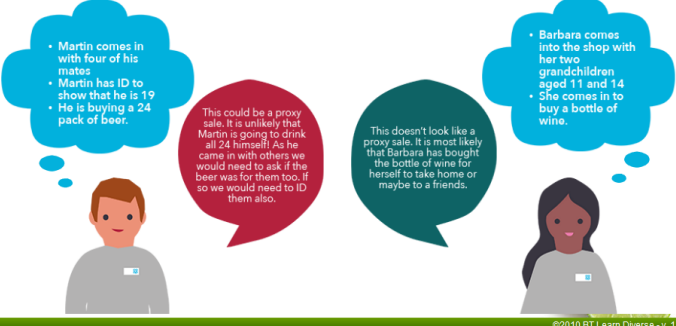
http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder... Edit Lesson Age Matters Level... Preview - Age Matters Level... Zoe Lyon (LMS Admin) Exit

The co-operative food

Preview - Age Matters Level 1 2017 v4.0

Just say no

In spite of the previous points it can be very difficult to know if a proxy sale is taking place. Lets take a look at 2 scenarios. Click the scenario you think could be the proxy sale:



- Martin comes in with four of his mates
- Martin has ID to show that he is 19
- He is buying a 24 pack of beer.

This could be a proxy sale. It is unlikely that Martin is going to drink all 24 himself! As he came in with others we would need to ask if the beer was for them too, if so we would need to ID them also.

This doesn't look like a proxy sale. It is most likely that Barbara has bought the bottle of wine for herself to take home or maybe to a friend.

- Barbara comes into the shop with her two grandchildren aged 11 and 14
- She comes in to buy a bottle of wine.

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09:12 31/08/2017

The screenshot shows a web browser window with the URL http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder_ID=.... The page header includes 'The co-operative food' logo and 'Zoe Lyon (LMS Admin) | Exit'. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a navigation bar with left and right arrows and a central logo. The lesson title is 'Just say no - Proxy Sales'. Below the title, a text block reads: 'When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:'. There are four blue buttons representing options: 'A) 'ID Please'', 'B) 'Can I see some ID please'', 'C) 'We have a under 25 policy here, so would you mind showing me some ID'', and 'D) 'ID now!'. Below the buttons, a text block states: 'So when you need to ask someone for ID, use points B and C, and avoid the other 2! Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.' The footer of the page contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The Windows taskbar at the bottom shows several open applications including 'Preview - Age Ma...', 'Microsoft Lync (L...', 'Inbox - Zoe.Lyon...', and 'Document1 - Word', with a system clock showing 09:13 on 31/08/2017.

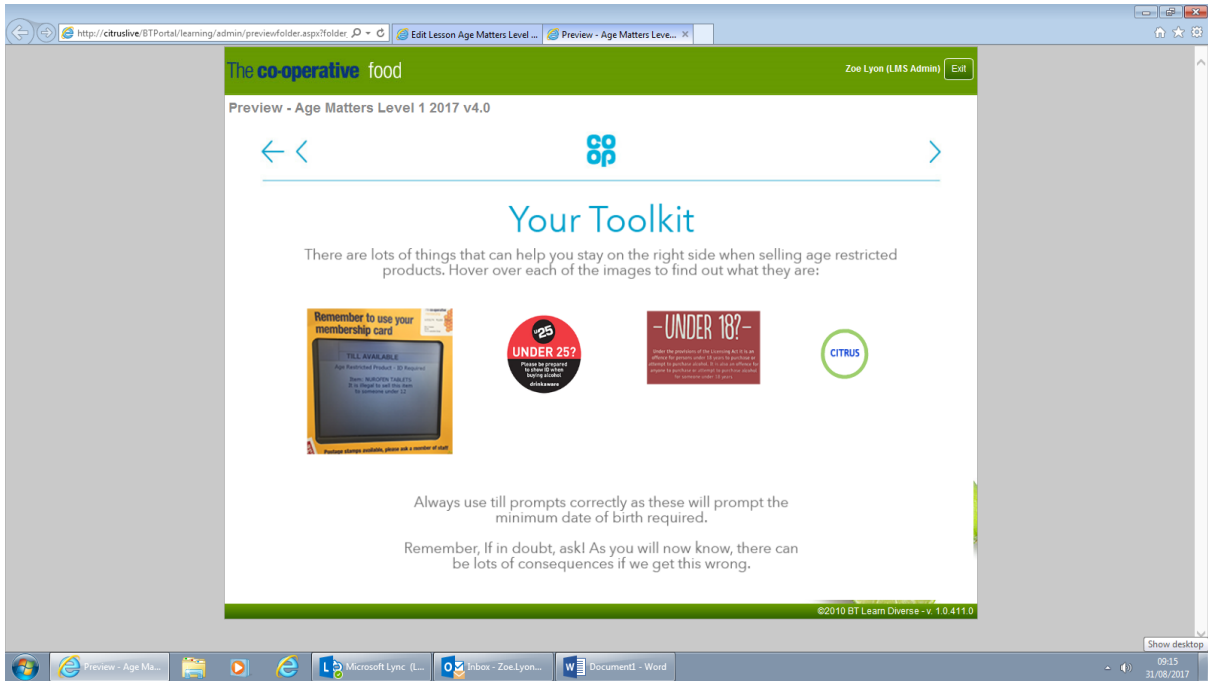
This screenshot shows the same lesson page as above, but with a feedback message. The text 'When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:' is present. The four blue buttons for options A, B, C, and D are visible. To the right of the buttons, a message reads: 'Incorrect: This is a little short and could be worded better. Choose another option.' Below the buttons, the text 'So when you need to ask someone for ID, use points B and C, and avoid the other 2! Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.' is displayed. The footer shows '©2010 BT Learn Diverse - v. 1.0.411.0'. The Windows taskbar at the bottom is identical to the first screenshot, showing the same open applications and system clock.

The screenshot shows a web browser window with the URL http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder_ID=.... The page header includes 'The co-operative food' logo and 'Zoe Lyon (LMS Admin) | Exit'. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a navigation bar with left and right arrows and a central logo. The main heading is 'Just say no - Proxy Sales'. Below this, a text block reads: 'When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:'. There are four blue buttons representing options: A) 'ID Please', B) 'Can I see some ID please', C) 'We have a under 25 policy here so would you mind showing me some ID', and D) 'ID now!'. To the right of these buttons, text states: 'Short but covers the necessary points and is professional.' Below the buttons, a paragraph says: 'So when you need to ask someone for ID, use points B and C, and avoid the other 2! Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.' The footer of the page contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The Windows taskbar at the bottom shows several open applications including 'Preview - Age Ma...', 'Microsoft Lync (L...', 'Inbox - Zoe.Lyon...', and 'Document1 - Word', with a system clock showing 09:13 on 31/08/2017.

This screenshot is identical to the one above, showing the same lesson preview. However, the text to the right of the buttons is different: 'This is good as its offers a full explanation in a clear and concise way.' The rest of the page content, including the heading, buttons, and footer, remains the same. The Windows taskbar at the bottom shows the same applications, but the system clock now shows 09:14 on 31/08/2017.

The screenshot shows a web browser window with the URL <http://citruslive/ETPortal/learning/admin/previewfolder.aspx?folder...>. The page header includes 'The co-operative food' and 'Zoe Lyon (LMS Admin)'. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features a blue header with the co-operative logo and navigation arrows. The main heading is 'Just say no - Proxy Sales'. Below this, a text prompt asks: 'When asking for ID, it can be hard to know what to say, what would you say? Pick from the list below what you think you should say:'. There are four blue buttons with the following text: 'A) 'ID Please'', 'B) 'Can I see some ID please'', 'C) 'We have a under 25 policy here, so would you mind showing me some ID'', and 'D) 'ID now!'. To the right of these buttons, a text block states: 'Incorrect: This one we definitely wouldn't use, could come across as rude and unprofessional. Choose another option.' Below this, a paragraph reads: 'So when you need to ask someone for ID, use points B and C, and avoid the other 2! Feel free to have a play around to word it slightly differently, this isn't a script you have to say word for word.' The footer of the page contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar at the bottom shows several open applications including Microsoft Lync, an inbox, and a Word document.

The screenshot shows a web browser window with the same URL as the first image. The page header is identical. The main content area is titled 'Preview - Age Matters Level 1 2017 v4.0' and features the same blue header with the co-operative logo and navigation arrows. The main heading is 'Just say no'. Below this, a text prompt asks: 'Click on the numbers to reveal the 7 behaviours which can help when refusing a sale:'. There are seven numbered items, each with a blue circle containing a number and a rounded rectangular box containing text: 1. PROFESSIONAL: 'It is so important to be professional at all times, especially when a customer isn't happy.' 2. EYE CONTACT: 'Sounds so easy right? Make sure you make eye contact with the customer when talking to them.' 3. RESPECT: 'Always show respect to the customer. You can do this by letting them have their say and listening attentively.' 4. CLEAR: 'When you are speaking to the customer you need to be clear and concise at all times. This means being aware of how fast you are talking and ensuring that they can hear you.' 5. LISTEN: 'It is quite a skill to really listen to what someone is saying; it also involves listening to how they are saying it. This could really show what a customer is feeling or thinking.' 6. POSITIVE: 'Always be positive and show this in your body language, tone of voice and eye contact.' 7. WARM: 'Your tone of voice and body language should be warm and non-defensive.' The footer of the page contains the copyright notice '©2010 BT Learn Diverse - v. 1.0.411.0'. The browser's taskbar at the bottom shows the same set of open applications as the first image.

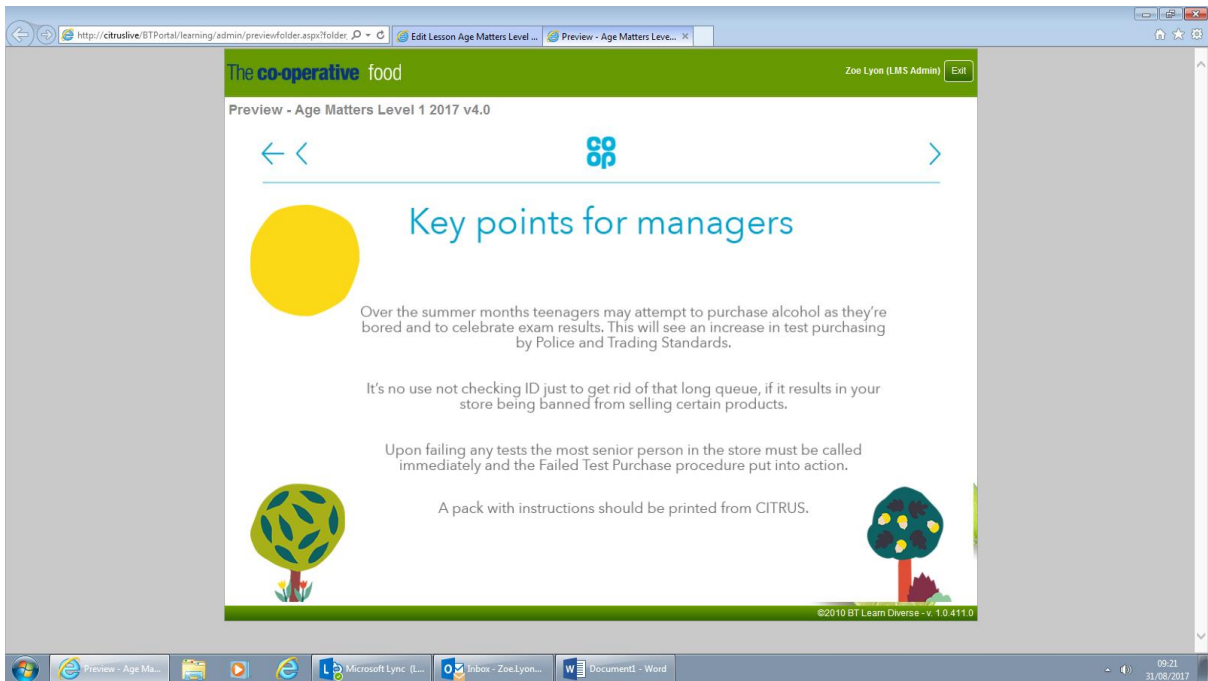


Customer Facing Till Screen

Challenge 25 badge


Age restricted Point of Sale

CITRUS Policies



The co-operative food Zoe Lyon (LMS Admin) [Exit](#)

Preview - Age Matters Level 1 2017 v4.0

← <  > →

Summary

You have almost completed the Age Matters Level 1 module. You should now know (click the ticks):


- Why we enforce Challenge 25
- The steps to take when refusing a sale
- What proxy sales are and how to spot them
- The tools available to you to avoid potential underage sales

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Windows taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:22 31/08/2017

The co-operative food Zoe Lyon (LMS Admin) [Exit](#)


Preview - Age Matters Level 1 2017 v4.0

← <  > → [Exit](#)

Congratulations

Thank you for completing this module, you have taken an important step in staying legal when selling restricted products.

Please exit this module and return to your training page and follow the instructions to complete the test.



Thank you!

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Windows taskbar: Preview - Age Ma..., Microsoft Lync (L..., Inbox - Zoe.Lyon..., Document1 - Word, 09:22 31/08/2017

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