

*Vision*

Firstly, change is good.

Life is not against you.

Nothing worth having comes easy.

We can always improve.

The era of technology is upon us – use it to your advantage.

You are the owner, make it look like you.

Things to air out:

I really try to help you at the shop. When I make suggestions, I do it because I want more for you and the shop. Not because I think you can't run your business. You can and have been doing so for many years. I just see things that need to change – I see them from an analytical perspective (what I'm studying). I long for more for you. So much more.

With that in mind, in the next few pages I'm going to highlight things I've noticed. What you do with this information is entirely up to you.

# Staff

- I believe they are slacking. Absolutely.
- 2 Thessalonians 3:10 For even when we were with you, we gave you this rule: "If a man will not work, he shall not eat."
- They are corrupt (We have plenty of examples of this. Anna, Shoes on last Saturday and your two ex employees.) Based on that we can reach a conclusion: They don't see the value of the shop. They don't respect it like you do. They don't nurture it as you do.
- They don't value the shop. I come across countless broken and damaged stock (damaged stock = loss). They eat your stock! Where is the respect? Shoes and the stock he definitely tried to steal?
- They are only at the front of the shop. But the back of the shop is important. Not for stealing purposes but because there needs to be order and neatness.
- They don't clean properly. (Look under the tills.)
- THEY ARE NOT TROLLEY BOYS

# Appearance

- The shop's appearance matters. That's one of the selling points of a business. Especially if you want to promote on online platforms.
- It needs to be deep cleaned once a week.
- Things like the trolleys need to be wiped.
- Things like the fridge need to be wiped.
- The fridges need to be cleaned inside and outside.

# Equipment

- This ties in with the previous slide.
- Everything in that shop is yours – its your equipment. Its your assets.
- It needs to be taken care of more properly. The staff need to start taking proper care of the stuff.

# Flow of movement

- So how do they take care of the equipment besides cleaning ?

The main area of damage is due to no place of customers to properly shop. Because of no proper space to navigate with trollies – the trollies will hit against your equipment. Take a look at the colourful bins where things like chappies is store – the paint is coming off at some places due to the trollies hitting into it. That might not seem like something to change for you. But to me it is something worth changing.

There needs to be more effort put in place to ensure that customers can move around the shop easily.



# Stock placement

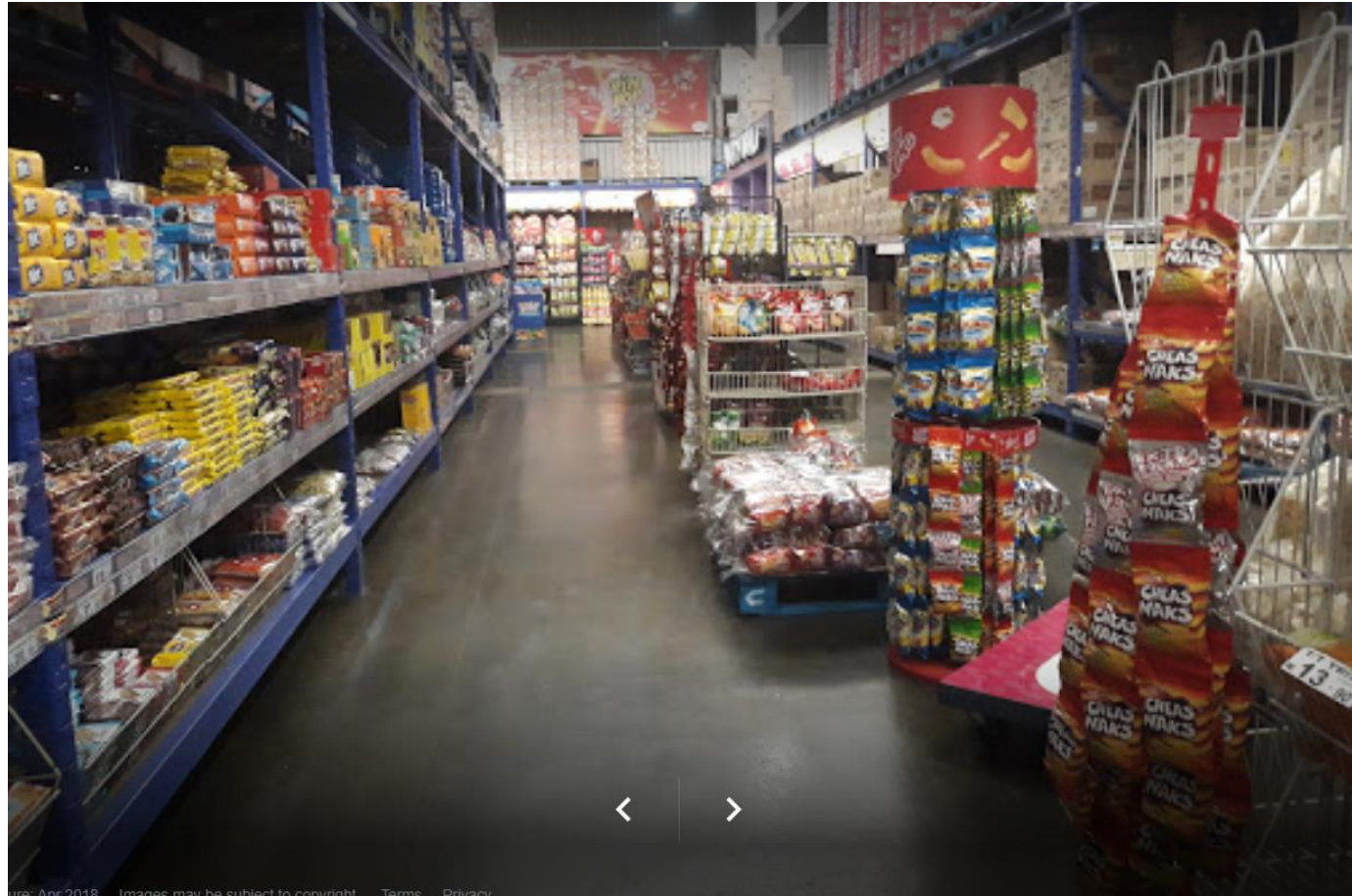
- So how do we make more space for walking? Well firstly lets put away all the boxes of closed stock. The store room has ample space. I went to go check and was shocked by how much room there is there.
- I feel that the closed boxes should be placed in the store room. It then should be organized based on the type of stock it is. Such as one area will have only biscuits. And the next area will only have gums and chappies.
- The colourful bins aren't used effectively. They can be made to hold more stock. They should be made deeper so instead of one bin holding only one type of sweet, 2 or more can fit in and thus you have more room for other stock that's laying around to fit there.
- You have so much space – use it more!

# Stock

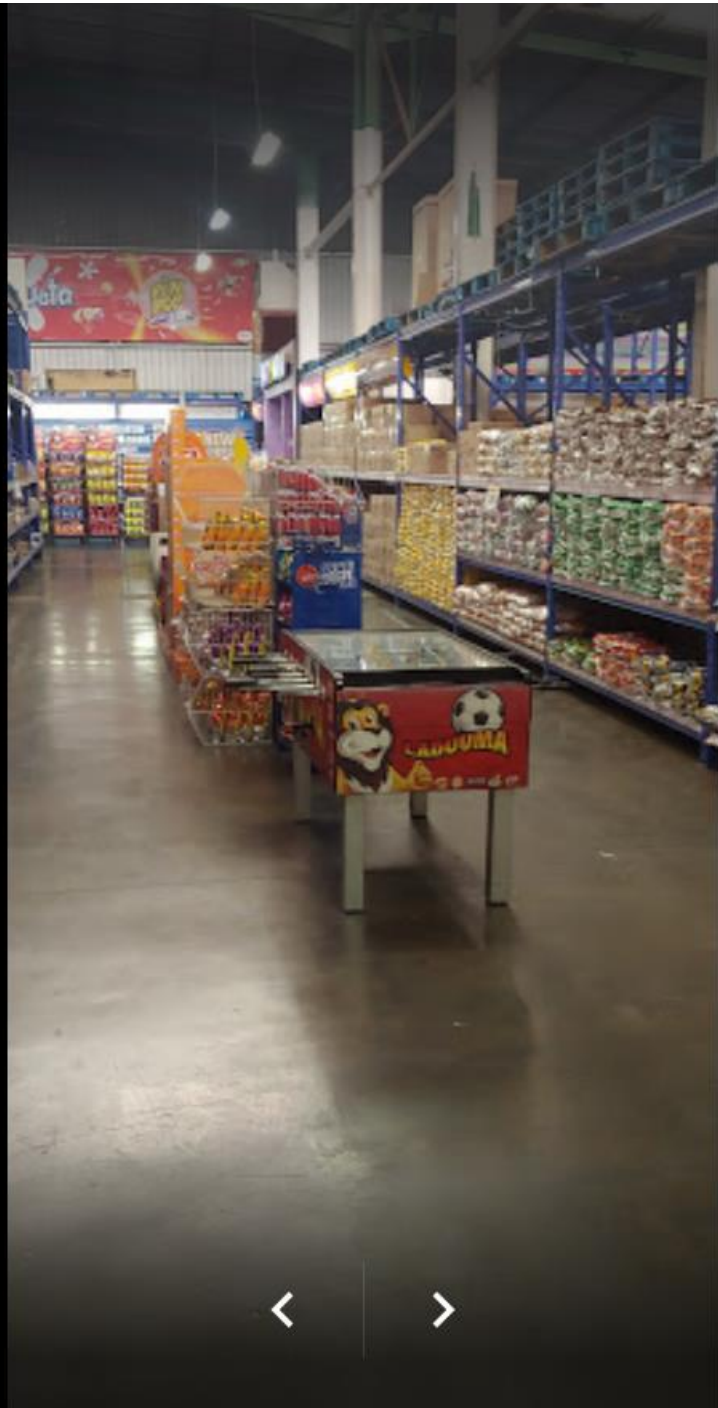
- The month is February – I think you need to do a stock take.
- You need to start using the system for ordering.

- Plan ahead. Make goals.
- The shop is your Father's, fulfil his vision of what he wanted to do with the shop.

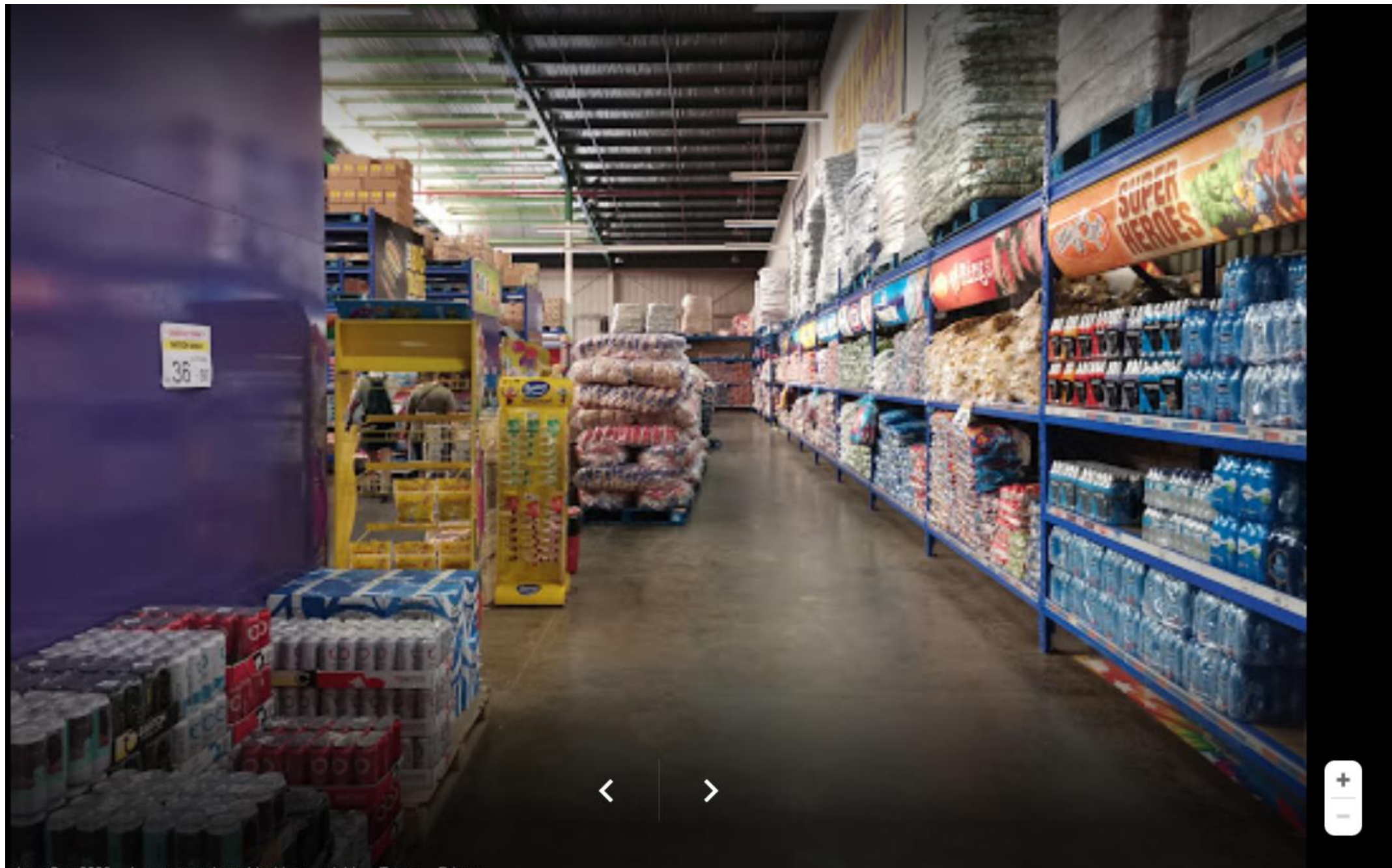
# My vision for the shop:



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You are allowed to dream big.