# Store Front Manager Roles

- Mondays Send in returns and supplies to appropriate email
  - Manager needs to be double checking that returns were done properly and device was eligible for return
  - Can be given to asst. Manager.  (only to send in email, not to check return done properly or eligible for return)
- Inventory Counts for vape side and glassware side (vape side monthly, glassware 3 months)
  - No mass counts at the end of the month
  - Responsible for writing down expiration dates in the excel spreadsheet
    - And taking those expired juices out of inventory
  - Noticing if an item needs to be increased or decreased (excel)
  - Noticing if your store is not receiving an item that should be sent, if inventory numbers are correct, always check your inventory first.
  - Glassware excel reordering
    - A lot of glass is not on reorder points so you have to ask for the items
  - Take Backs (Blue sheet)
- Everyone is supposed to clean, including the manager,  this is not limited to just employees and everyone is signing off on tasks
- Manager is supposed to verify the task was done correctly and completely
- Monthly Cleaning
  - Change air filters at beginning of every month
  - Bathrooms need to be deep cleaned, corners, wipe the walls, sinks, the entire toilet (Lift up the seat)
  - Monthly cleaning sheet signed off
    - Displays, spider webs, glass shelves etc.
  - Checking in with warehouse/ upper management
    - Basically updating on how store is operating
  - Clean out fridges, clean microwave
- Schedules: managers need to alter schedule enough to see each employee at different times
  - Managers still need to work closings and weekends frequently, those are the busiest times and managers need to know how their store is operating.
  - Schedule templates should be used so that stores are the same and easy to read for upper management.
    - Make the latest schedule the profile picture for group me
  - If an employee cannot come in, the manager is the one to cover the shift
- Product knowledge on both sides, making sure each employee knows a good amount of information on both sides and researching products for information/ troubleshooting.
- Transfer errors need to be emailed and typed out of received/ supposed to receive and a photo taken and emailed of the whole page so we can see who pulled and who verified
  - Can be sent in my asst. Manager
- Get change for the store, check everyday, check Friday, check before holidays
- Relaying information from manager meeting and manager chats to employees
- If you are given a task by your OPS manager, Kaylyn or Supreet it needs to be completed by a reasonable time frame or the one provided and needs to be enforced.