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|  | Actors and Goals |
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| Generated 5/17/2014 | CVS PHARMACY OPERATION. |
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| Actor | Description | Goals |
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| A-1 | Buyer |  |
| A-1 | MANAGER  Store Manager Needs to perform store operation | * 1.controlling payroll. * 2. controlling shrink * 3.ordering merchandise. * 4. Conducting Weekly Meetings * 5.Review Productivity and P/L Report * Increasing net income by reducing expenses. * Conducting yearly inventory. |
| A-2 | PRESIDENT |  |
| A-2 | Employees  Defined as cashiers and Stockpersons | * Provide an excellent customer service * Ring up transaction for customer * After every transaction thank customer * Stokpersons responsible for loading and unloading * Replenish merchandise on shelf * Provide good customer service. |
| A-3 | Customer |  |
| A-3 | EXECUTIVE VP MERCHABDISING |  |
| A-4 | Human Resource |  |
| A-5 | Pharmacist  In charge of the pharmacy. Has to be license holder | * Control all medication * Fill out prescription as FDA rules and regulations * Communicate Doctor's office. * Maintain HIPA regulations * Problems communicate with store manager. |
| A-6 | VP MERCHANDISING |  |
| A-7 | EXECUTIVE VP STORE OPERATION |  |

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| A-8 | Employees  Employees defined as CAshier and Stockperson | * Provide friendly customer service. * Cashiers to ring merchandise at Register. * Help customer with items to find. * Count their till at the end of shift. * Stockperson Replenish merchandise. * Loading and unloading trucks * Be friendly with customers. |