



Retail Operations Manual & Product Catalog



Section 1: Product Catalog and Inventory

SKU	Product Name	Category	Price	In Stock	Description
SKU 001	Wireless Headphones	Electronics	\$79.99	120	Noise-isolating, over-ear wireless headphones with 40-hour battery life.
SKU 002	Bluetooth Speaker	Electronics	\$49.99	85	Portable waterproof Bluetooth speaker with deep bass.
SKU 003	LED Desk Lamp	Home & Office	\$29.95	200	Adjustable neck, touch-sensitive, energy-efficient.
SKU 004	Reusable Water Bottle	Health & Wellness	\$15.99	300	BPA-free, stainless steel bottle keeps drinks cold 24 hrs.
SKU 005	Yoga Mat	Fitness	\$25.00	150	Non-slip, 6mm thick mat ideal for yoga and pilates.
SKU 006	Smartphone Stand	Accessories	\$9.99	400	Foldable stand, adjustable viewing angles.
SKU 007	Laptop Backpack	Apparel	\$59.95	100	Water-resistant with padded laptop sleeve and USB port.
SKU 008	Noise Cancelling Earbuds	Electronics	\$39.99	180	In-ear buds with ANC, 10hr battery life.
SKU 009	USB-C Charging Cable	Accessories	\$12.99	250	Nylon braided cable, 6ft, fast charging compatible.
SKU 010	Portable Power Bank	Electronics	\$22.50	130	10,000mAh, dual output, airline approved.
SKU 011	Handheld Milk Frother	Kitchen	\$11.99	60	Battery-powered frother for lattes and cappuccinos.
SKU 012	Electric Kettle	Kitchen	\$34.50	75	1.7L fast-boil kettle with auto shut-off.
SKU 013	Resistance Bands (Set of 5)	Fitness	\$18.00	210	Color-coded, varying strength bands with carry bag.
SKU 014	Compact Treadmill	Fitness	\$499.00	20	Foldable treadmill with LCD display and safety key.
SKU 015	Essential Oil Diffuser	Wellness	\$24.00	110	300ml diffuser with 7 LED color settings.

SKU 016	Organic Protein Powder	Health & Wellness	\$34.99	90	Vanilla-flavored, vegan, soy-free protein blend.
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? Section 2: Frequently Asked Questions (FAQ)



Purchases & Returns

- Q: What's the return policy?**
 A: Most items can be returned within 30 days with a receipt. Electronics must be returned within 14 days in original condition.
- Q: Can I return an online order in-store?**
 A: Yes. Bring your email receipt or order number for faster processing.
- Q: Can customers return used products?**
 A: Opened items can be returned if they are defective or within satisfaction guarantee terms (excluding perishables and hygiene items).

\$ Pricing & Discounts

- Q: How do I apply a promotional code?**
 A: Enter the code during checkout in the POS under the "Discounts" tab.
- Q: What's the employee discount policy?**
 A: Employees receive 20% off most products, excluding clearance and electronics.
- Q: How do I process a price match?**
 A: Verify competitor pricing (must be local or online major retailers), get approval from a supervisor, then adjust the price in POS.



Product Availability

- Q: What if an item is out of stock?**
 A: Offer to check other store locations or place a special online order with free shipping.
- Q: Do we accept backorders?**
 A: No, but customers can be notified by email when the item is restocked.



Customer Service & Support

- **Q: How do I escalate a customer issue?**
A: Contact the floor manager. For unresolved disputes, fill out an incident report.
- **Q: What should I do if a customer requests accessibility support?**
A: Notify a manager and provide alternative assistance such as product descriptions or audio support.



Section 3: Employee Guidelines and Store Procedures



Opening Checklist

1. Arrive by 8:45 AM and clock in.
2. Turn on lights, POS systems, and music.
3. Verify float cash in drawers.
4. Check emails for daily promotions or alerts.
5. Stock shelves and refill high-demand items.
6. Unlock entrance at 9:00 AM.



Closing Procedures

1. Begin restocking and folding merchandise by 8:30 PM.
2. Turn off music, lights, and POS systems.
3. Count cash drawers with another employee present.
4. Clean all counters and high-traffic areas.
5. Lock all entrances and confirm security system is armed.
6. Clock out and log shift notes in the store app.



Employee Conduct & Tips

- Always greet customers within 5 seconds of entering the store.
- Never leave the register unattended.

- Phones must be kept in lockers except during breaks.
- Handle returns politely; listen and empathize before offering solutions.
- Take 1x 30-minute lunch and 1x 15-minute break for shifts over 6 hours.



Promotions Calendar (Q3 2025)

Month	Promotion	Notes
July	Summer Fitness Sale	15% off all fitness gear
August	Back-to-School Tech	Bundle deals on accessories
September	Wellness Month	Buy one get one on supplements



Useful Phrases to Train New Employees

- “Let me check that in the system for you.”
- “We have a similar product that might meet your needs.”
- “Would you like to sign up for restock alerts?”
- “We price match—just show me the competitor link or flyer.”
- “That item is popular—let me double-check our backroom.”