**Doncaster DIY**

Doncaster DIY is a multifunctional hardware store that contains an online ordering system for products to be collected instore the following day if ordered before noon (deposit required) This is because the received orders are passed across to a third-party company, that order picks the required equipment, to be received the following morning.

Before the store opens at 9 am, a member of staff participates in a regular stock count to see which stock they are low on and if there are less than five of a specific item. it is then added to the order list. After the stock count, A member of staff prepares to open the store around 9:30 am. There are normally 3 members of staff on site whilst the store is open to the public. A cashier that mans the cash register, A floor walker that restocks items after purchases that can also be approached to ask for help or questions and finally a manager who overlooks CCTV. Alongside keeping track of online orders, at the noon cut-off point, the manager also runs the telephone being able to take orders via mobile phone or let a customer know that the item is in stock.

At closing time 5 pm, a second stock count took place to keep track of what are the current popular items. If an item is popular, the stock held is drastically increased to 30 for the next week instead of 20. After this stock count, the store is deep cleaned for the next day.