



Here's the operational layout for Black Friday. Each seasonal pad is comprised of approximately 50-100 pallets arranged end-to-end.

The red numbers are queue lines, some of which accommodated up to 78 people. The red zones are relief areas, where pallets that were swarmed could be moved to, to prevent customer accidents. The large item pickup is arranged around the store in a green loop, and each dot represents the place an employee must always be stationed for the 48-hour event. The yellow circles are places the queue line merchandise had to be staged.



For a sense of scale, here is an example checkout stand during Black Friday. Each register here registers as a tiny dot on the main operational map (see “Registers”).



Queue Line Management									
ASM Josh/Irina/Jacob will supervise. Josh will supervise lines 1-6, Irina 7-11, Jacob 12									
Line Number	Item	# Items	# assoc.	Supervisor	Scheduled	Assoc. 1	Scheduled	Assoc. 2	Scheduled
1	Nintendo Switch	10	2	Joel B.	1-9:30pm	Caitlyn	1-10pm		
2	PS4	27	2	Nataliya K.	1-9:30pm	Tiffany	1-10pm		
3	XB1 S	6	1	Stacie	1-9:30pm	Kenyata	1-10pm		
4	58" ONN TV	23	2	Jorge	1-9:30pm	Kenyon	1-10pm		
5	65" Philips TV	52	3	David	1-9:30pm	Andrea (Andy)	1-10pm	Kanisha	1-10pm
6	40" ONN TV	24	2	Ishmael	1-9:30pm	Lyubov	1-10pm		
7	50" ONN TV	16	2	Jeff	12:30-9pm	Gio	12-9pm		
8	Apple Watch 38 & 42	6+6	2	Stephanie	12:30-9pm	Shayleen	12-9pm		
9	IPAD	30	2	Rochelle	12:30-9pm	Kathleen	12-9pm		
10	Ryan Piggy Bank & Frozen Castle	24+24	3	Crystal	12:30-9pm	Linda	12-9pm	Brenda	1-10pm
11	Airpods	78	3	Irina	12:30-9pm	Masha	12-9pm	David Z.	1-10pm
12	55" Samsung TV & 65" Vizio TV & Trampoline/ Swing Combo	15+6+7	2	Heidi	12:30-9pm	Jim (James)	12-9pm		
Relief Supervisors/Associates for lunches/breaks					4pm-4:30pm and 4:45pm - 5:15pm lunches				
Note: Use All Cap 2 to relieve supervisors for lunch, then pull empty cardboard/safety sweep									

Here's an example of a simple operational schedule used during the event. We staggered lunches and breaks, and had an entire relief team to ensure safety and compliance (timely breaks without lapse in coverage).