



THE PAW

WUHS School Store

Policies & Procedures



In every business, rules must be set in place in order to help all staff be successful. These policies and procedures are necessary to assist us in providing the best possible service to our customers in the most efficient, orderly, and profitable way. In most cases, your own judgment will help you do the right thing at the right time. The PAW is intended to provide experiential learning for BME students.

Please read the following pages carefully to become fully aware that these things that are done each day to make The PAW a success. We will spend several weeks at the beginning of the semester reviewing the policies and procedures for The PAW. After reading this packet, please share it with your parents, sign the store release form, and return it to Mrs. Huff.

I. **Attendance**

- A. Each employee must work their assigned shift and clock in/out using their timecard and punch clock. Students are responsible for following procedures to check in with study hall teachers for school attendance purposes.
- B. Employees should arrive on time (a few minutes early is preferred!) and are not to leave a shift before their scheduled time. You must punch in when you arrive/start working and punch out when you leave. Employees are expected to be in The PAW or working in Storage for the entire shift. Students are not allowed to punch in/out for other workers.
- C. Each employee is responsible for knowing his/her own work schedule. If you know in advance that you cannot work your shift, YOU must find a replacement worker. Your replacement must be approved by Mrs. Huff.
- D. Students who do not have a study hall may be scheduled to work before or after school or during events (nights, weekends).
- E. All absences (minus school related absences) will be reflected in your work hour grade report.
- F. When the store is required to be closed by school administration or Mrs. Huff, your attendance is not required. Students will not be penalized for these dates.
- G. The store key should be signed out and picked up from Ms. Weber's desk at the beginning of your shift. The key should be returned before the end of the hour. Failure to return it can result in a reduction in your work hour grade report. This is vital since the store cannot be opened without the key! Take care not to lock the key in The PAW or in Storage!

II. **Dress & Appearance – Professionalism starts with your appearance!**

- A. WUHS dress code must be followed at all times when representing The PAW.

- B. Cleanliness is your responsibility. Wash hands at the beginning of your shift. Be well groomed (hair, clothing, fingernails, jewelry, etc).
- C. Sales personnel must maintain a positive, friendly attitude while working in The PAW. Do not lean or sit on the countertops or slouch against the shelves while working. Do not drag a stool or chair behind the Square register area - if you are handling customer transactions, you should be standing!
- D. Shoes must be worn at all times.
- E. You may not borrow any clothing items while working.

III. **Personal Business & Behavior**

- A. PAW employees are not allowed to ring up their own purchases. If no one else is working, you must wait and have another student process your transactions.
- B. Students are not to use cell phones while working (talking or texting). Pay attention to your customers and remember you are here to Work!
- C. Do not visit with friends while working. This is a place of business, not a social gathering place. Please conduct personal business outside of the store.
- D. No gum chewing allowed in the store. Any merchandise that is damaged by student employees must be paid for by the student.
- E. Do not fool around. Keep a business-like attitude while working. Try to upsell and make the store a thriving commercial enterprise!
- F. Be conscious of your conversations and customers. No swearing or offensive phrases. No gossiping or rumors or making fun of others.
- G. Keep busy with store tasks. If business is slow, see what needs to be done. Specific tasks (see Daily Duties checklist) will be completed by student workers during each shift. Failure to complete the daily duties checklist will result in a reduction in one's work hour grade report and removal from the schedule.
 - i. Can the counters, mirrors or windows be cleaned?
 - ii. Can the floor be vacuumed?
 - iii. Any stocking, facing, or organizing to make the space more appealing?
 - iv. If you are in charge of ordering merchandise or paying bills, try to take care of those duties when business is slow in The PAW.
 - v. Garbage taken out? Boxes to break down?
- H. All private business information must be kept confidential. This includes sales figures, mark-ups, promotions, costs, operating procedures, etc.
- I. Music must be appropriate – no offensive subject matter or language. Music must be kept at a low volume during store hours and before/after events. This is a place of business and not a party. Students shall not use earbuds/ headphones while working in The PAW.
- J. If you are working during your lunch hour, all food must be consumed while no customers are at the counter. Please keep your food and drink hidden from customers, away from the register counter area. Also, clean up all lunch trays and/or garbage, dispose of food waste in trash cans outside the store.

- K. Answer the phone in a professional manner when it rings. "This is The PAW, how can I help you?"
- L. Lights must be ON to signify when The PAW is Open for business.
- M. If, as a group, appropriate behavior cannot be maintained, the store will close and those missed days will be counted against employees. Be aware that security cameras are in place and you are being watched.

IV. **Shoplifting & Theft Prevention**

- A. The store is equipped with security cameras. This includes days when Mrs. Huff and/or the SRO are absent.
- B. If you suspect someone of shoplifting, notify Mrs. Huff immediately. Your identity can be kept confidential.
- C. Anyone caught stealing school property (this includes any merchandise sold, displayed, or stored in The PAW) is subject to disciplinary and/or legal actions. Parents will be notified and school disciplinary consequences will be enforced.
- D. The PAW should never be left unattended or unlocked. There should be at least two workers at all times when store is open.
- E. Stay alert, watchful, and provide excellent customer service – these are all excellent ways to prevent theft.

V. **Embezzlement / Pilferage (employee theft)**

- A. If you are not working, stay out of store (unless you are a customer).
- B. Students are not to be behind the counter when not on shift.
- C. Do NOT ring up your own purchases. You must pay for items when you buy them, no IOUs or store credit will be given.
- D. Employees should not wear jackets or coats into the store. All personal belongings such as purses, books, backpacks, etc. should be placed under the counter and remain out of sight throughout your shift.
- E. If you suspect another employee of stealing (even a small, inexpensive item), inform Mrs. Huff immediately.
- F. Do not allow customers to walk out without paying for items.
- G. If you know of another employee or customer stealing and do not report it, you can be accused of assisting in the theft and can be prosecuted to the same degree as the shoplifter.
- H. All cash must be handled properly. This includes counting drawers in and out, making change for customers, dropping money into the safe, and deposits made with Mrs. Johnson and/or the bank. See Cash Handling procedures document or ask a manager any questions.

VI. **Accidents**

- A. Use common sense when working. Should an accident occur, contact the main office, the school nurse, and/or Mrs. Huff immediately.
- B. If a customer or worker has an accident, please notify the above parties immediately.
- C. Clean up any messes immediately and remove safety hazards.

VII. Maintenance

- A. Hourly maintenance of the store is the responsibility of all employees. The store should be clean and straightened at all times.
- B. When maintenance of equipment, fixtures or utilities is needed and cannot or should not be handled by an employee, notify Mrs. Huff immediately.
- C. If The PAW staff cannot keep the store maintained, it will be closed and hours will be deducted.

VIII. Stocking

- A. Be sure to notify managers of any merchandise that is out of stock and in need of reordering. If back stock is available, you may need to put it away during your shift. Room 234 is a secondary storage area for PAW merchandise – see a manager or Mrs. Huff if you need access to this area.
- B. Inventory tracking procedures must be followed every time new stock comes in for us to be able to accurately track our sales. Do not start selling items until they have been counted and added to our inventory system in Square.
- C. As an employee, it is your responsibility to:
 - i. Keep stock neatly presented
 - ii. Make sure you know correct prices and ring items up accordingly
 - iii. Make suggestions for new items to be stocked
 - iv. Keep a finger on the pulse of our market and what they want
- D. Only assigned vendor managers may place orders. Those managers are responsible for tracking inventory and entering it into the system before items can be sold.

IX. Employee Pay / Compensation

- A. Your main compensation will come in the form of your work hour grade report. Your contributions to The PAW will affect your class grade. Your work hour grade report is based on attendance, completing responsibilities, work ethic, and attitude.
- B. You are gaining valuable work experience and training. You should include this on your resume.
- C. The store will not offer employee discounts on any merchandise. “PAW Bucks” may be offered to be used on items in the store. Students who do not punch in/out on the official time clock will not be eligible to earn PAW Bucks. If you forget to punch in or out, you will not receive credit for that shift.
- D. Each month Mrs. Huff will collect your PAW card for reloading. It is your responsibility to keep track of your card - replacement PAW cards cost \$1.00 which will be deducted from your pay.

THE PAW WUHS School Store

Store Release Form

I have read and understand the policies and procedures of The PAW, WUHS school store. I agree to these policies and procedures and accept employment in The PAW.

I understand that my contributions to the running of the school store will comprise a significant portion of my grade in the Business, Management, & Entrepreneurship class. I also understand disobeying any of the above policies or procedures may result in a deduction of points on my work hour grade report and/or removal from PAW employment and the BME class.

By signing this form, I am agreeing to the policies and procedures of The PAW. I will do my best to ensure a successful learning environment and profitable business venture.

Print student's name

BME Class Period

Student's signature

date

Parent's signature

date

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