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1 INTRODUCTION

This document has been developed by Jahneil Schuster in order to familiarize employees with the Kroger Marketplace and provide information about working conditions, key policies, procedures, and benefits affecting employment at Kroger.

1.1 Welcome

Welcome to the Kroger Marketplace in Little Elm! We are happy to have you as a new member of our family!

The mission of this Kroger Handbook is to ensure higher quality work and a safer work environment. With this handbook you will know how every department runs, who is above each department, and all safety guidelines.

1.2 History

The Kroger in Little Elm is only a year old and has many new things but does not have training manual or guideline booklet for each and every new employee hired. The new employees may have work experience in other stores and are trained by the older people in our store, but they often tend to forget things. We lose money by the mistakes made and items damaged. This manual could be used to help train and remind trained employees of their jobs, procedures, and helpful hints. This manual will also have descriptions of other jobs as well just in case an employee is transferred.
2 Importance in knowing your workplace

2.1 Know your Department

While working it is important to get familiar with your work area. If you are not comfortable where you work you will be more focused on how uncomfortable you are and not pay attention to the job at hand, causing more mistakes than necessary. When admitted into your department, develop a daily routine to get familiar with what you do and practice this daily until it becomes natural. After you have become comfortable with your work place your focus will have been amplified causing your task to become fairly easy resulting in more being done.

2.2 Acknowledge where things go

It is of the most importance to know where your supplies are and their designated places. If you do not know where things are you will spend extra time looking for and locating the item. When you first begin in your department, choose an item and pick it up every day for a week whether you need it or not, and towards the end of your shift place it where it was originally. After a week pick another item and repeat the same process and eventually you will have memorized where each item is located which cuts time in half. Whenever you learn the proper places you will no longer need help from others and you will get more done helping the store as a whole.
3  Interacting With Customers

3.1  Greetings

Always greet each and every customer within a 5 foot range. Ask a customer for help with a welcoming smile and positive attitude, even in the worst of days. Even if a person looks as if they need help or not, greet them and ask for assistance.

3.2  Friendliness

When greeted with kindness and a friendly attitude customers will be less likely to give you trouble versus someone who comes off as rude or arrogant. When assisting a customer even if they constantly annoy you, keep a smile and help to the best of your ability and show them patience.

3.3  How to assist people

When assisting someone you will typically be in your own department, but if something is located in another department you are not to turn them away, you are to help locate the item. While helping customers, walk with them to the item location instead of only pointing them in the general direction. There will be times where you will not know anything about a certain item thus you will have to call for another associate pertaining to the product to better assist the customer.

4  Safety Hazards

4.1  Spills and clean-ups

Wet clean-ups are to be sprinkled with “Clean Magic” and soak up all liquid in order to make it easy to sweep. After all Clean Magic is swept, the place of the accident is to be mopped thoroughly so no one can slip and injure themselves. After being mopped, cautions signs are to be set down.

In the case of glass breaking, the entire area must be blocked off so all glass shards are swept and mopped at least twice. Because glass can be shattered across a wide area, a final sweep is regular procedure. In most cases the utility clerk will be in charge of spills, but the supplies are at every post in the store for easy access.
4.2 Human risk

If any blood is to be spilled it is to be cleaned up immediately. When cleaning this you must have gloves, a face mask, and a toxic contamination sealed bag. This is procedure because the diseases within the blood are unknown and if anything were to get on food, Kroger will be shut down and threatens the entire franchise.

5 Team Work

5.1 Importance

Without teamwork majority of success in Kroger will be turned into failure. A lot of things are based off of teamwork and without it many people would be without jobs. Employees need assistance among each other to get jobs done quicker, help customers, and maintain regulations. Without teamwork the Kroger marketplace will fold underneath itself.

5.2 How can it help

Teamwork makes the jobs for everyone a lot easier and prevents accidents or injuries. The front end needs a bagger to keep customer happy and groceries unharmed. Furniture always needs teamwork because furniture is hard to move especially when some items weigh over 200 pounds. With team work it combines two different skill sets to one job making the efficiency output double the efficiency from one person.

6 Furniture Department

6.1 Who is the lead

Paul is the lead over everything in the furnishing department; he has all the power and say to what goes on. As a lead, Paul gives you the advanced training and also dictates prices, sales and merchandise. All decisions are to go through him when handling furniture.

6.2 How are things done

Everything is assigned to you through the lead depending on the day and time of shift. Every Wednesday and Saturday a delivery truck full of supplies are brought in, during this time all employees in this department are to report to the back room/ receiving dock to unload and work the truck. The truck is divided into sections, toys, domestics, kitchen, and furniture. An associate is designated to a section and are to work it to their best
Employment Manual

ability. While working this truck, you are to place merchandise on the sales floor and anything remaining or new is to be put in back stock.

Sunday, Monday, Tuesday, Thursday, and Friday you are to sell as much as you can to meet the designated quota. During these days you are to replenish anything sold, check the balance of all items, and review the order from the truck and compare it to what is available.

6.3 Handling Furniture

[Use the following sample text, or replace it with your own policy.]

Taking care of furniture is probably the most difficult thing to do while working. While moving, replacing, or selling furniture you have to:

- Double check all items
- Sell the boxed items before models
- Use teamwork
- Strap down or wrap heavy objects to place up high
- Use carts don’t over lift
- Use extreme caution loading or unloading

If anything is sold and is to be picked up in the back dock, the document sign off sheet is located on the wall by the lock. When furniture is being picked up, make sure the following are documented:

- Name
- Date
- Phone number
- Item
- Receipt code
- Customer signature

6.4 Deliveries

[Use the following sample text, or replace it with your own policy.]
The [Organization Name] vision plan covers employees' standard eye examinations, lenses, frames, or contacts. Certain limitations apply, and not all optical centers accept the current plan. A more detailed explanation of the plan and locations of optical centers that accept the [Organization Name] plan are available in the summary plan booklet provided by the insurance company.

6.5 Conditioning

[Use the following sample text, or replace it with your own policy.]

When all tasks are done, conditioning is needed. Conditioning is the cleaning, rearranging, and restocking the furniture. While cleaning wood you will either need a Swiffer or wood polish to make sure everything shines. Cleaning applies to each and every item that can be sold, seen, or used by a customer.

Facing is a key element in conditioning. This is what makes the department run and look up to par because this is making sure everything is full and in stock. Facing is normally done during truck days or the day after. When this is not done, items and merchandise is skipped over causing a loss in customer interest thus a loss in money.

7 Produce Department

7.1 Who is the lead

Steven Kurr is the person who rules over all fruit and vegetables within this store. He has worked for Kroger for well over 25 years and knows the system perfectly. Steven decides which one of his employees work on conditioning, working the incoming produce, or who does displays.

7.2 How to condition

[Use the following sample text, or replace it with your own policy.]

Conditioning for this department plays a huge factor since fruits and vegetables are the most purchased items in the store. While conditioning, each and every fruit or vegetable should be inspected and any old, rotten, or bruised item should be scanned out and thrown out. Any produced that is sealed in a container or bag should be tagged with expiration dates. When replacing sealed items, anything with the date of or the date after the due date should be thrown out. If this is not taken seriously, Kroger will receive a fine and employees shall be terminated. Sweeping is also necessary so customers to stay safe and enjoy a clean shopping area with no risk or danger present.
7.3 Sanitation

The produce back room is to be cleaned every 15 minutes as a whole to ensure all germs are cleared from incoming and outgoing employees. When a new truck of fruits or vegetables comes in they are to be washed and cleaned at least twice. This process is to insure all bacteria and unforeseen bugs to be wiped off leaving clean and fresh food. Hands are to be washed between handling fruit whether it is placing it on the floor or cutting fruit into slices. Any employee with a sickness is to not work with fruit for the length of sickness to insure no health risk for customers.

8 Front End

8.1 Who runs the front

The front end consisting of baggers, cashiers, and cart pushers are run by a team of floor supervisors and in some cases co-managers. As the floor supervisor you are to insure maximum efficiency with customer satisfaction. A floor supervisor controls how fast customers are in line and how carts are in the lot, if the supervisor does not commit to their job then the entire front will fail.

8.2 Engaging customers

Each customer should be greeted with a smile and some kind of acknowledgement (Hello, how are you, etc.). As a bagger you are to offer assistance to load groceries to the person’s vehicle or insist on doing so. Do not stand in silence when customer is present, start small talk or some relatable topic to make them feel more at ease and comfortable.

A cashier should never be rude or fussing with any customer. People respond to patience and a friendly face very well and will often times return because of the effort you made to be happy. As a cashier should NEVER rush a customer or be rude, such actions are grounds for immediate termination.

8.3 What is Elite Checkout

An elite checkout is one where a cashier, bagger and employee are all on the same page. This all starts with the cashier and his/her attitude. A proper greeting would be taking interest in the customer’s day and time shopping and if any problems were encountered try to fix them. As a cashier, it is mandatory to meet your standard time of checkout. An elite performance would be exceeding your time minimum while being able to keep all groceries perfect.

As a bagger, you are to ensure all heavy objects do not have to be lifted, bag every item neatly and quickly without crushing anything. A bagger should be just as friendly to the customer and party as the cashier by giving stickers to kids helping out and loading the
car no matter the weather. When bagger and cashier can feed off the other’s energy the checkout will always be elite and serve as excellent service.

8.4  Cashier tricks

In order to obtain your required cashier tender time or better you must:

- Build up the belt
- Help unload basket
- Scan Kroger card first
- Continue to scan as you hear beep, don’t look back
- Scan all large items first
- Use scan gun for markdowns
- Suspend transactions if something is forgotten
- Have second basket ready for easy exchange
- Ask for form of payment mid-transaction

8.5  Age identifier

When any customer is buying tobacco or alcoholic products you are to check ID cards or passports showing that they are of age. Selling tobacco or alcohol to minors will lead to a heavy fine and jail time. If your customer looks the age of 30 and older, no ID is needed, but if there is any doubt they will need to be carded. The position of an ID is one major indicator that someone is not of legal age to buy alcohol. When an ID is in the upright position it states that they are not 21, when horizontal it’s considered 21 or older. It is also procedure to ID the company of what seems to be a minor that is buying the substance.

8.6  Cart safety

While outside pushing carts you are to be with a cart strap and highlighter reflective blazer to alert cars. The maximum amount of carts to be pushed in one movement is 6 carts with the aid of the cart strap. When a thunderstorm is present all cart pushers should tie the ropes at the end of each end of cart bay to insure no cars are damaged by loose carts. In any case where a car is to be hit you are to notify the manager as soon as possible. While turning carts you are not to jerk, strain, or over extend your boundaries or become injured.
9 Meat department

9.1 Safety violations

In order to work in this department you must be at least 18 years of age and have a minimum of 1 year experience in the food service. It is a violation to serve any meat without:

- Hair pulled back
- Hair trimmed and in hair net
- Gloves
- Clean hands
- Disease free

If you are to have any sickness or flu, you are in violation to work in this department because of possible infection to others. While operating slicing machine, it must be cleaned in between different meats for blood cross contamination. Any open meat must be put on ice and maintain a temperature of 32 degrees or lower. Floors, counters, and utensils must be cleaned between each use.

9.2 Sanitation

While cleaning counters, floors, and utensils, you are to use the specialized cleaners located above the sink to ensure no meat can be tainted or contaminated. Each employee must wash hands and switch gloves as often as possible. Baggy clothes are not acceptable for they may touch the raw meat spreading germs and bacteria that can harm the meat. While cleaning machine, you must completely hose it down and spray specialized solution on entire machine then rinse.

9.3 Temperature logs

Temperature logs are not only to make sure open meat maintain its regulation temperature; it is to monitor any meat in storage and to meet FDA requirements. Logs are to be taken every hour and each product must be inspected for any open packages or wraps, or freezer burns.

Temperature logs are also documented to test efficiency and power outage to measure how much money the store needs to keep temperature running. If logs are failed to be filled, fines start at $10,000 and increase for every penalty.
10 Store Procedures

10.1 Drills

In the case of a fire find the nearest exit and leave orderly and head towards the end of the parking lot. If you happen to be far from the main doors, find nearest fire exit, guide lost people toward exits. While exiting building do not return in store for any belongings you may have forgotten.

During a tornado you are to guide all customers to one of the safety coolers that are tornado certified rooms. During the tornado warning, you are to remain seated or crouched to optimize security.

10.2 Know your exits

The two main exits are located in the front of the store. The fire exits are as followed:

- 1 in each corner of store
- 2 in furniture
- 2 in truck receiving
- 2 in produce/meat
- 1 in deli

10.3 Theft

If you are to run into a customer stealing you are not to engage them, you are to alert management immediately to avoid possible harm. When you observe theft you are to describe physical features and attire.

As far as employees stealing, you are to report them to management at the best time, failure to do so can leave you as accomplice and guilty as well resulting in termination of your job.

10.4 Difficult Customers

Difficult customers will be very common throughout employment so prepare for the worst. While engaging with a difficult person if you cannot handle the person or seem to fix their problem, find a lead, supervisor, manager or even the head of the store. Typically you will ask for the next rank above you to handle the situation. In extreme cases, no matter how angry they may get you, keep composer and walk away.

10.5 Broken or Rotten items

To prevent any lawsuit or fine from health organizations, rotten and broken items should always been something to search for. When a broken item is found it is to be scanned out as a known loss and trashed because it cannot be resold or marked down. Rotten food is considered breaking regulation rules and is rarely seen in Kroger, but if found notify the department lead and point out where it was located. Once notified the entire section must be reviewed and evaluated.
11 Employee Agreement Form

I understand that the information I come into contact with during my employment is proprietary to the Company and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties or disclose it to any person or entity outside the Company. I understand that I must comply with all of the provisions of the Handbook to have access to and use Company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to Company resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with the Company’s safety, health, and emergency procedures as outlined in this

__________________________________________
Employee’s Printed Name

__________________________________________
Employee’s Signature

__________________________________________
Position

__________________________________________
Date