

FRESHFOOD MANAGERS MANUAL GUIDE

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SALES

- CHECK THE DAILY SALES ON SAP ZDSRNU
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- CHECK PROMOTION PRODUCTS SALES
- CHECK SPECIAL HIGHLIGHTS SALES
- CHECK PRIME ITEMS SALES
- CHECK BEST SELLERS

WASTAGE

- CHECK THE WASTAGE DOCUMENTS
- CHECK TOTAL COST VALUE
- CHECK HIGHEST WASTAGE QTY & AMOUNT
- CROSS CHECK WITH SUPERVISOR THE REASON FOR HIGH WASTAGE
- GIVE INSTRUCTIONS FOR IMPROVEMENT OF WASTAGE
- CROSS SIGN THE DOCUMENTS
- CHECK WASTAGE ON SAP ZMB59

ISO

- CHECK CEILING & ROOM LIGHTS AND CHILLER/FREEZER TEMPERATURE
- CHECK SECTIONS IF ARE CLEAN & TIDY – FLOOR & WALL – FREE OF ODOUR
- CHECK IF SECTION IS FREE FROM PESTS
- CHECK DRAINAGE
- CHECK ALL DISPENSERS WORKING CONDITION & WELL EQUIPPED
- CHECK & REFILL FIRST AID BOX
- CHECK ALL EQUIPMENTS WORKING CONDITION & CLEANED WELL
- CHECK WATER TAP, WASH BASINS, KNIFE STERILIZERS, INSECTOCUTORS
CLEANED & WORKING CONDITION
- CHECK PRODUCT EXPIRY, DATE CODE EXPIRY & DOUBLE DATE IF ANY
- CHECK AND REMOVE CROSS CONTAMINATED PRODUCTS IF ANY
- CHECK IF DEFROSTING PROCEDURE IS FOLLOWED PROPERLY AS PER ISO
- CHECK & GET THE DAMAGE PRODUCTS REMOVED FROM THE SECTION
- CHECK THE BASIC ISO POLICIES IF IMPLIED – GLASS, WOOD, JEWELLERY,
KNIFES & CUTTING BOARDS
- CHECK PERSONAL HYGIENE OF STAFFS & WEARING CLEAN UNIFORM & APRON
- CHECK ISO CHECKLISTS & CROSS SIGN
- CHECK SANITISATION OF CUTTING BOARDS
- CHECK SANITISATION OF FRUITS & VEGETABLES
- CHECK THE CHEMICAL BOTTLES ARE FILLED WITH CHEMICALS AND ARE
LABELLED
- REPORT MAINTAINANCE ISSUES TO ON DUTY MAINTAINANCE STAFF

EXCEPTIONS

- COLLECT THE EXCEPTIONS FROM IT OFFICE
- CHECK & GIVE THE EXCEPTIONS TO THE SECTION SUPERVISORS
- IDENTIFY THE EXCEPTIONS, VERIFY WITH THE SUPERVISOR TO GET IT CLEARED
- INSTRUCT TO CLEAR THE EXCEPTIONS BEFORE 1PM
- CROSS SIGN THE EXCEPTION PAPER
- NOTE THE REPEATED EXCEPTIONS
- MAKE SURE EXCEPTIONS ARE REDUCED DAY BY DAY
- IDENTIFY EXCEPTIONS – INPROPER PRODUCTION, INVOICE PENDING TO POST,
WRONG PLU, EXCESS STOCK

- IDENTIFY DEFICIT – WASTAGE DONE/STOCK TRANSFER DONE BUT NO STOCK IN SYSTEM, WRONG PDT INPUT & NOT DELETED
- CHECK AND DEFICIT FROM IT
- CHECK AND CLEAR THE PENDING WRITEOFF FROM IT

DISPLAY CHECKS

- CHECK THE FRESHNESS OF THE PRODUCTS
- THE DISPLAYS SHOULD BE APPEALING
- LOOK THROUGH THE EYES OF THE CUSTOMER – EASY, CONVINIENT, EFFECTIVE TO PURCHASE
- CHECK THE QUALITY OF PRODUCTS
- CHECK THE QUANTITY OF PRODUCTS
- CHECK THE CLEANLINESS AROUND THE PRODUCT
- CHECK THE VARIETY OF SAME ITEMS IN DISPLAY
- CHECK VISUAL MERCHANDISING
- CHECK DISPLAY LEVEL & ALLIGNMENT OF PRODUCTS
- CHECK THE POINT OF SALE – MAKE SURE PROPER PRICE BOARDS ARE AVAILABLE
- CHECK DATE CODING OF THE PRODUCTS
- MAKE SURE MAXIMUM FRESH DATE PRODUCTS ARE AVAILABLE IN DISPLAY
- CHECK & MAKE SURE NO EXPIRY PRODUCTS ARE IN DISPLAY
- IDENTIFY THE NEAR TO EXPIRE PRODUCTS TO BE REDUCED PRICE AND HIGHLIGHTED WELL TO SELLOUT BEFORE EXPIRY
- CHECK CATEGORY WISE DISPLAY ARRANGEMENT
- CHECK & ARRANGE CROSS MERCHANDISING WHEREVER EFFECTIVE
- MAKE SURE THE DISPLAYS ARE ARRANGED & TIDY REGULARLY

PROMOTIONS/SPECIAL HIGHLIGHTS CHECK

- COLLECT PROMOTION DETAILS FROM RESPECTIVE BUYERS
- INFORM SUPERVISORS TO ARRANGE THE STOCKS ACCORDINGLY
- DAY BEFORE PROMOTION CROSS CHECK IF THE BOARDS & PROMOTION STOCK IS READY
- PROMOTION DAY – CROSS CHECK IF THE PRICES ARE UPDATED, INFORM BUYER IF NOT UPDATED
- MAKE SURE POS ARE UPDATED
- CHECK IF BOARDS ARE CORRECT – HEADING, SPELLING & PRICES
- MAKE SURE ITEMS ARE ATTRACTIVE/ WELL HIGHLIGHTED WITH PROPER VISIBILITY
- MONITOR THE DISPLAYS IF THERE IS MOVEMENT & KEEP ARRANGED
- CHECK IN SYSTEM IF THE COST PRICES ARE UPDATED AND NOT SHOWING MINUS G.P
- CHECK THE SALES ON THE NEXT DAY AND UNTIL THE PROMOTION ENDS

- KEEP THE SUPERVISORS & THE OPERATIONS TEAM INFORMED ABOUT THE SALES & MOVEMENT
- SHARE THE FEEDBACK TO THE BUYERS & SUGGEST FOR UPCOMING PROMOTIONS

PRICE CHECKING

- CROSS CHECK THE PRICE CHANGES FOR THE DAY PER SECTION
- CROSS CHECK THE ARTICLES SHOWING ZERO STOCK IN PRICE CHANGE PAPER – NEW STOCK/ ITEMS IN WAREHOUSE
- MAKE SURE PROMOTION PRICES ARE UPDATED
- MAKE SURE NEW ITEMS PRICES ARE UPDATED AND SCANNING IN POS
- MAKE SURE OUT OF STOCK ITEMS WHEN RECEIVED AGAIN PRICES ARE ALSO BACK TO NORMAL
- MAKE SURE ZU PRICES ARE UPDATED IN POS
- MAKE SURE PRODUCTS ARE HAVING SHELF EDGES WHEREVER REQUIRED
- IF THE STOCK IS FINISHED REMOVE THE SHELF EDGE & ARRANGE THE DISPLAY AREA
- MAKE SURE FOR SHELF EDGES FOLLOWUP WITH THE PI STAFF OR INFORM THE SUPERVISOR/SECTION STAFF TO GET IT
- MAKE SURE NEAR EXPIRY PRODUCTS PRICES ARE REDUCED WELL BEFORE THE DUE DATE
- MAKE SURE REDUCED PRICES ARE HIGHLIGHTED PROPERLY WITH REDUCE PRICE BOARD

WASTAGE & SALES COMPARISON

- CHECK THE DTD, MTM & YTD WASTAGE & SALES COMPARISON IN BI OR IN EXCEL ANALYSIS REGULARLY
- SHARE & DISCUSS THE DETAILS WITH THE SECTION SUPERVISOR

OUT OF STOCK

- MAKE SURE THERE ARE NO OUT OF STOCK ON SELLING LINES
- FOLLOWUP WITH THE LOCAL & CENTRAL BUYER FOR AVAILABILITY
- CHECK IN WAREHOUSE IF AVAILABLE MAKE PICKING AND INFORM WAREHOUSE TEAM TO RELEASE URGENTLY
- CHECK WITH ALL OTHER STORES IF THEY HAVE ENOUGH STOCK TO SPARE AND GET IT ARRANGED WITHOUT DELAY
- KEEP THE OPERATIONS TEAM INFORMED IF PROLONGED OUT OF STOCK
- CHECK AND PROCURE ALTERNATE PRODUCT OF THE SAME VARIETY AND HIGHLIGHT IN DISPLAY

NEAR EXPIRY

- BEFORE THE MONTH ENDS PREPARE THE NEAR EXPIRY LIST OF THE FOLLOWING MONTH

- SECTION STAFF SHOULD CHECK AND WRITE MANUALLY THE NEAR EXPIRY ARTICLES AND GIVE TO THE MANAGER
- THE ARTICLES WILL BE PUT IN SAP BRANDWISE AND MADE EXCEL
- PRINT WILL BE GIVEN TO THE SECTION SUPERVISOR
- CROSS CHECK THE NEAR EXPIRY ARTICLES AND QTY AND REQUEST BUYER FOR REDUCE PRICE
- REDUCE THE PRICE BEFORE MAXIMUM DAYS OF EXPIRY DEPENDING ON THE STOCK
- REMOVE PRODUCTS FROM DISPLAY BEFORE 2 DAYS OF EXPIRY

MINUS G.P

- CHECK REGULARLY THE MINUS G.P IN BRANDWISE FOR EACH SECTION
- MUST CHECK ON THE PROMOTION DAY IF THE COST PRICES ARE UPDATED AND NOT SHOWING MINUS G.P
- CROSS CHECK IN THE SECTION THE REASON FOR MINUS G.P
- SEND TO THE CONCERNED BUYER TO UPDATE THE COST/SELLING PRICE
- AT THE MONTH END CHECK THE ARTICLES & AMOUNT OF MINUS G.P
- SHARE INFORMATION OF MINUS G.P PRODUCTS WITH THE SUPERVISOR SO THAT THEY MONITOR IN DISPLAY AND GIVE UPDATE

GOODS RECEIVED CHECK – WH & STORE

- CHECK REGULARLY ZGRR FOR WAREHOUSE NEW ITEMS POSTING PER SECTION
- CHECK ZGRR FOR SECTIONS TO KNOW THE ITEMS POSTED FOR THE DAY
- SHARE THE ZGRR DETAILS WITH THE SECTION SUPERVISOR AFTER THEIR DAY OFF SO THEY ARE AWARE OF ITEMS RECEIVED ON DAYOFF
- CHECK IN ZGRR IF ANY WRONG POSTING IS DONE OR ITEMS POSTED BUT NOT RECEIVED

WAREHOUSE VS STORE STOCK COMPARISON

- GIVE STOCK COMPARISON TO THE SECTION SUPERVISORS TWICE A WEEK – MOSTLY ON SATURDAY & TUESDAY
- STOCK COMPARISON TO BE GIVEN ON THE DAY OF POSTING A CONSIGNMENT
- F&V STOCK COMPARISON TO BE GIVEN DAILY WHEN RECEIVED IN MAIL FROM THE BUYER
- SEND THE PICKING NUMBER TO THE WAREHOUSE/CONCERNED BUYER FOR URGENT DELIVERY

PRODUCTION IGT DOCUMENTS CHECK

- CHEC THE DOCUMENTS WHILE SIGNING THE MOVEMENT TYPE/DEPARTMENT ENTERED
- CHECK THE ARTICLES IF ARE CORRECT AND QTY ENTERED
- CHECK AND NOTE THE TOTAL COST VALUE

CHECK STOCK LEVEL IN SECTION & STOCK VALUE

- MAKE SURE THE STOCKS ARE ADEQUATE AS PER THE SALES REQUIREMENT
- IF EXCESS & DOUBLE PICKED QUANTITY REQUEST TO WAREHOUSE & BUYERS FOR RETURN
- MAKE SURE THERE IS EASY EXCESS TO LOCATE AND PICKUP THE STOCKS FOR DISPLAY
- MAKE SURE STOCKS ARE ARRANGED AS PER CATEGORY & STORAGE TEMPERATURE REQUIREMENT
- CHECK THE STOCK VALUE AGAINST THE SALES & KEEP THE AVERAGE REQUIREMENT

PENDING ORDERS CHECK AND FOLLOWUP

- CHECK WITH THE SECTION SUPERVISORS IF THERE ARE ANY PENDING ORDERS NOT RECEIVED YET
- CHECK IN SAP ME2M TO GET DETAILS OF PICKING DONE
- SEND THE PICKING NUMBER TO THE WAREHOUSE FOR URGENT RELEASE
- CHECK WITH THE LOCAL BUYER TO FOLLOWUP WITH THE SUPPLIERS
- MAKE SURE ORDERS ARE DONE ATLEAST 3 DAYS IN ADVANCE WHEN THE STOCK IS SUFFICIENT
- INFORM THE CENTRAL BUYER IF ANY ITEMS ARE GETTING DELAYED FROM THE LOCAL SUPPLIERS OR NOT AVAILABLE IN WAREHOUSE

GRV CHECK

- MAKE SURE GRV'S ARE RETURNED TO THE SUPPLIERS & CLEARED FROM SECTIONS REGULARLY
- INFORM THE BUYERS AND STOREKEEPERS IF GRV'S ARE PENDING TO CLEAR
- MAKE SURE GRV'S ARE CLEARED BEFORE INVENTORY

STOCK WITH CURRENT SALES

- CHECK THE DETAILS IN BI
- COMPARE THE STOCK AMOUNT WITH SALES
- SHARE THE DETAILS WITH THE SECTION SUPERVISOR
- CHECK WITH THE LOCAL BUYER TO FOLLOWUP WITH THE SUPPLIERS

STOCK AGEING

- CHECK THE DETAILS IN BI
- CHECK THE STOCK OF 3 MONTHS AND ABOVE IF THE STOCKS ARE NOT MOVING
- CHECK WITH THE SECTION SUPERVISOR AND LOCATE THE STOCK
- INFORM THE BUYER AND ASK FOR REQUIRED PROMOTION
- ARRANGE A GOOD DISPLAY FOR THE STOCK MOVEMENT

SUB CATEGORY MINUS CHECK

- CHECK THE DETAILS IN BI

- CHECK THE SECTIONS SUB CATEGORIES WHICH ARE IN MINUS FROM PREVIOUS & CURRENT MONTH/YEAR
- CHECK THE MINUS CATEGORIES AND INFORM THE SUPERVISORS & CONCERNED BUYERS
- IDENTIFY THE ARTICLES IN MINUS CATEGORIES AND ARRANGE THE STOCKS AND PROMOTIONS REQUIRED TO IMPROVE THE SALES

AVERAGE SALES SUB CATEGORIES

- CHECK THE DETAILS IN BI
- CHECK & SHARE THE DETAILS OF AVERAGE SALES WITH THE SECTION SUPERVISORS
- MONITOR THE SALES REGULARLY TO MEET THE AVERAGE SALES & TO IMPROVE

CHECK ON POSTED INGREDIENTS & OVERHEADS

- CHECK IN SAP ZMB59
- CHECK TO GET THE DETAILS OF POSTINGS DONE
- CHECK BEFORE OR ON THE INVENTORY DAY TO VERIFY THE QTY POSTED AND TOTAL AMOUNT
- CHECK AND IDENTIFY IF ANY WRONG POSTING DONE IN COST CENTERS
- INFORM THE DATE ENTRY & IT STAFF AND GET IT CORRECTED

INVENTORY PREPARATION

- PREPARATION SHOULD BEGAN 10 DAYS BEFORE THE INVENTORY
- CHECK THE INGREDIENTS & OVERHEADS STOCK LEVEL
- CHECK IF GRV'S ARE PENDING AND GET IT CLEARED
- MAKE SURE STOCKS ARE CROSSED CHECKED FOR WRONG POSTINGS IF ANY AND INFORM TO IT
- CHECK AND LOCATE IF ANY PHYSICAL STOCK IS MISSING
- CHECK AND CLEAR THE MINUS G.P
- CHECK AND CLEAR ALL THE PENDING INVOICE POSTINGS & DOCUMENTS
- COORDINATE WITH RECEIVING/DATE ENTRY STAFF IF ANY STOCKS ARE ARRIVED DURING THE INVENTORY DAY
- COORDINATE WITH IT STAFF FOR REFERENCE NUMBERS & PDT'S
- MAKE SURE ALL THE PRODUCTS ARE COUNTED PROPERLY ON THE DAY OF INVENTORY & ENTERED IN PDT
- MAKE SURE EXCEPTIONS ARE CLEARED IN THE MORNING ITSELF
- CHECK THE DOCUMENT FOR VARIANCE & DIFFERENCE ON THE NEXT DAY
- GET THE INVENTORY DOCUMENTS POSTED
- NORE THE VARIANCE AMOUNT
- GET THE ING & OH ENCODED AND SUBMITTED IN THE ACCOUNTS
- CHECK THE G.P & BREAKUP FILE

MAINTAINANCE

- CHECK WATER TAP, WASH BASINS, KNIFE STERILIZERS, INSECTOCUTORS CLEANED & WORKING CONDITION
- CHECK DRAINAGE ARE NOT CLOGGED AND ARE FREE OF ODOUR
- CHECK THE HEAVY MACHINERIES ARE IN WORKING CONDITION & ARE MAINTAINED
- CHECK THE MACHINES IF CLEANED PROPERLY WITH PROPER CHEMICALS
- CHECK THE EQUIPMENTS & UTENSILS USED REGULARLY ARE CLEANED WELL AND ARE IN WORKING CONDITION
- CHECK THE KNIFES & CUTTING BOARDS ARE IN GOOD CONDITION
- REMOVE THE DAMAGED/BROKEN EQUIPMENTS & UTENSILS FROM THE SECTION & REPLACE IMMEDIATELY
- CHECK THE WRAPPING MACHINES, WEIGHING SCALES ARE CLEAN AND AT GOOD CONDITION
- CHECK THE CEILING, FLOOR AND WALL TILES ARE IN GOOD CONDITION
- CHECK IF CHILLER/FREEZER ARE ARRANGED WELL AND ARE AT PROPER TEMPERATURE
- REPORT AND CLEAR TEMPERATURE DEVIATION
- CHECK AND REPORT IF TEMPERATURE IS NOT BACK TO NORMAL AFTER DEFROSTING TIME
- IN CASE OF TEMPERATURE DEVIATION AND MAJOR BREAKDOWN TO REPAIR, SHIFT THE ITEMS TO OTHER CHILLER/FREEZER
- REPORT AND CLEAR ICE FORMATION/WATER LEAKAGE IF ANY
- CHECK AIR CURTAINS ARE NOT DAMAGED
- CHECK THE DOOR BIDDING & DOOR HANDLE ARE NOT DAMAGED
- CHECK THE COOKING RANGES ARE WORKING & HAVE PROPER GAS SUPPLY
- CHECK THE EXHAUSTS ARE WORKING
- MAKE SURE FIRE EXITS ARE CLEARED
- MAKE SURE DANGER ROOM/FIRE EXTINGUISHER AREA IS NOT BLOCKED
- CHECK THE STACKING IN BACKSTORE SHOULD HAVE 18INCHES GAP AND NOT TOUCHING THE CEILING AND WALL
- CHECK IF RO WATER TANK IS CLEANED ONCE IN THREE MONTHS
- CHECK IF DUCT CLEANING IS DONE EVERY SIX MONTHS
- MAKE SURE PEST CONTROL TREATMENT IS DONE THRICE A MONTH
- PEST CONTROL – FUMING FOR FLIES, SPRAYING FOR COCKROACHES & INSECTS, BAIT FOR RATS
- REPORT AND FOLLOWUP MAJOR MAINTANANCE ISSUES TO GET FIXED

CLEANING REQUIREMENTS

- MAKE SURE ALL AREAS ARE CLEANED & TIDY AT ALL TIMES
- CHECK AND ORDER TISSUE FOR DISPENSERS & GENERAL USE
- CHECK AND ORDER HAND DISH WASH FOR CLEANING UTENSILS & EQUIPMENTS

- CHECK AND ORDER DISINFECTANT FOR SANITIZING WORKING AREA TABLES EQUIPMENTS
- CHECK AND ORDER GLASS CLEANER FOR CLEANING GLASSES
- CHECK AND ORDER OVEN CLEANER FOR CLEANING OVEN
- CHECK AND ORDER HAND SANITIZER FOR DISPENSERS
- CHECK AND ORDER HAND WASH SOAP FOR DISPENSERS
- CHECK AND ORDER GUM CLEANER FOR CLEANING STICKY GLASS STAINS
- REPORT AND FOLLOWUP MAJOR CLEANING ISSUES TO GET FIXED

WEEKLY DEEP CLEANING CHECK

- MAKE SURE DEEP CLEANING IS DONE IN THE SECTIONS EVERY WEEK SATURDAY OR SUNDAY
- CHILLERS/FREEZERS/SERVICE COUNTERS/DRY STORAGE AREAS/ING & OH ARRANGEMENTS
- ENSURE USE OF SAFETY AND PROPER CHEMICAL & EQUIPMENTS USED FOR CLEANING
- REPORT TO MAINTAINANCE & CLEANING SUPERVISOR FOR ANY ISSUES

CHECK SHOP FITTING & REQUIREMENTS

- CHECK THE DISPLAY & SERVICE CHILLERS, GANDOLA & WALL SHELF CLEANLINESS
- CHECK & FIX MAINTAINANCE REQUIRED IF ANY
- CHECK AND REPLACE THE BROKEN SHELF/CHILLER STRIPS
- CHECK AND FIX THE BROKEN/DAMAGED GRAPHICS IF ANY
- REPLACE NEW GRAPHICS IF ANY OLD AND LESS VISIBILITY
- CHECK & ORDER THE HL & DALEBROOK IF REQUIRED
- CHECK THE MERCHANDISERS HAND TROLLEYS IF DAMAGED GET IT FIXED
- CHECK THE LIGHTNING IN SECTIONS – LAMB LIGHTS/COUNTER LIGHTS/SIGN BOARDS AND REPORT TO MAINTAINANCE
- CHECK AND REMOVE IF ANY EQUIPMENTS ARE UNUSABLE IN THE SECTIONS AND FREE SPACE

