

Store Manager Training

Easy Actions You Can Take!

\$5.00

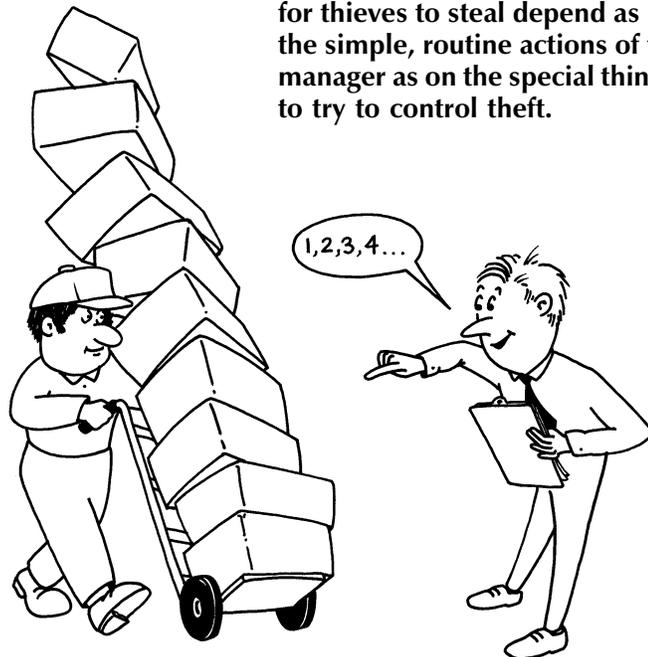
TIPS for C-Store Managers... from C-Store Managers

Shrink Tips – Part 1

As a Manager of a convenience store, you have many responsibilities, including, keeping your store profitable. Yet, our research shows many store managers have not been trained in easy and effective ways to increase store profits by reducing shrink. In this *Profit and Performance Impact* you'll find two areas that stunned experienced and rookie managers about how they are losing money. And, you'll read what they are doing about it.

Store managers were asked what surprised them most about shrink. They told us:

- **I did not realize how much money could just "walk" out, and who was walking out with it!**
- **I was surprised that the opportunities for thieves to steal depend as much on the simple, routine actions of the store manager as on the special things we do to try to control theft.**



AICS, Inc.

4284 North High Street
Columbus, Ohio 43214

614.261.1190 (OHIO)

800.888.9414

614.261.8166 fax

www.quantum-services.com

Quantum Services

Quantum Services, headquartered in Columbus, Ohio, has performed more than 1,500,000 c-store audits since the firm was founded -- and serves the c-store industry *exclusively*. Quantum's audits and inventories are backed by in-depth knowledge about store level operations to help operators and store managers rapidly improve profits and performance.

TIP SHEET!

Store Manager Training

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Let's take a closer look at each:

- **I did not realize how much money could just "walk" out, and who was walking out with it!**

TIP from Store Managers: Spend less time watching customers. Spend more time watching employees and delivery people.

Many store managers are surprised to learn what the causes of shrink losses really are. Once they learn how to find shrink, they see immediately how many ways shrink is occurring. One way that store managers learn how to find shrink is very simple: *they start looking in the right places!*

Most shrink is the result of employees: about 80% of shrink.
Shrink from delivery people is second: about 15 % of shrink.
Shoplifting is NOT the biggest problem, but third: about 5% of shrink.

- **I was surprised that the opportunities for thieves to steal depend as much on the simple, routine actions of the store manager as on the special things we do to try to control theft.**

TIPS from Store Managers:

1. Pay attention to detail. Keep paperwork up to date.
Count high shrink items, such as cigarettes, every shift.
2. Perform proper vendor check-in every time on all deliveries.
3. Demonstrate to your employees, through your actions, that neatness counts. Keep all areas of the store, including the back room, well organized.

Store Managers are often so overwhelmed by their multiple responsibilities that they are too busy to take special efforts to reduce shrink. *In fact, what really counts are the things they can do every day, not anything extraordinary.*

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Quantum develops industry **ALERTS!, INSIGHTS!, REPORTS!, TIP SHEETS!** and **TRAINING** materials with the goal of helping operators increase their profits and performance.

Quantum is the largest company of its type in the world providing audit/inventory services *exclusively* for convenience and petroleum stores.

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Thank you.