

# Store Manager Training

*More Big Surprises,  
and Easy Actions You Can Take!*

\$5.00

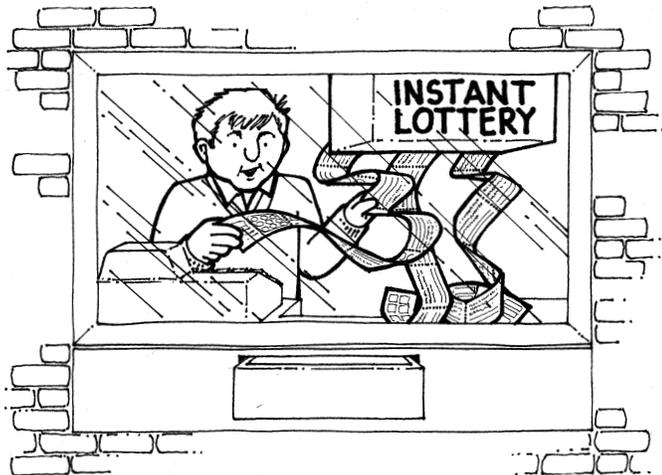
## TIPS for C-Store Managers... from C-Store Managers

### Shrink Tips – Part 2

There is a lot to know about running a c-store! And no one can know everything, including c-store managers. Keeping stores profitable and customers happy, while minimizing shrink, is a constant battle. Yet our continuing research shows many store managers have not been trained in easy and effective ways to increase store profits by reducing shrink. In this follow-up to an earlier, highly popular *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.

Quantum Services asked c-store managers what surprised them most about shrink. They told us:

- I was surprised to learn about the problem with theft of Instant Lottery tickets, and employees searching for winning tickets.
- I didn't know penny dishes are being used so extensively by unscrupulous employees to keep track of their theft.



#### 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.

# Store Manager Training

## *More Big Surprises, and Easy Actions You Can Take!*

Let's take a closer look at each:

- **I was surprised to learn about the problem with theft of Instant Lottery tickets, and employees searching for winning tickets.**

**TIP from Store Managers:** Perform daily audits of your Instant Lottery tickets.

"Many store managers are surprised to learn that employees will go through 20, 30 and 40 instant lottery tickets in search of a winner," says Barrett Crook, VP of Cool Clients. "Instant scratchers are a high volume product. Without a regular shift-to-shift count, it is virtually impossible to visually note that tickets are disappearing without payment. When daily inventories of Instant tickets are taken, problems can be spotted and dealt with immediately."

- **I didn't know penny dishes are being used so extensively by unscrupulous employees to keep track of their theft.**

**TIPS from Store Managers:**

1. Discourage penny dishes (despite the goodwill they might provide with customers)
2. Make frequent checks around the clerk side of the register – as well as inside the register — to ensure that stray coins aren't being used to track theft.

"Employees who steal from the register a little at a time routinely use coins to track their theft," Crook says. "Pennies are used to track 'singles,' nickels to track 'fives,' and dimes to track 'tens.'" The untrained eye thinks they are being used like a penny dish as a courtesy for customers to simplify making change, he adds. Here is another tip – Don't allow any coins to leave the register – ever – except as change for a customer.

TIP SHEETS!

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### Quantum Services

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.