

## New Hire / Employee File Paperwork - Checklist

**PSP Store #:** \_\_\_\_\_

**Employee Name:** \_\_\_\_\_

**Employee ID Number:** **01489** \_\_\_\_\_

Document Name	Frequency	Scan to WSS	Scan to GW
New Hire Packet	At Hire		
Team Member Shirt Order	At Hire		
PSP Long Application	At Hire		
PSP Short Application	At Hire		
Skills Test	At Hire		
Employee Handbook Acknowledgement Page	At Hire		
Drug Policy Acknowledgement Page	At Hire		
Indiana Intention to Employ Minor	At Hire		
Parent Permission Form	At Hire		
Cashier Procedures	When Complete		
Cashier Training Checklist	When Complete		
Check Acceptance Procedure	When Complete		
Coupon Policy	When Complete		
Stocker Procedures	When Complete		
Stocker Training Checklist	When Complete		
Dog Wash Procedure	When Complete		
Cleaning Register Computer Equipment	When Complete		
Employee Documentation Sheet	As Needed		
Payroll Change Notice	As Needed		
Payroll Deduction Authorization Form	As Needed		
Notice of Decifency	As Needed		
No Call No Show Form	As Needed		
Payroll Termination Form	At Termination		

# Pet Supplies "PLUS"

## Team Member Shirt Order

PSP Store # \_\_\_\_\_ Date Prepared \_\_\_\_\_

Team Member	Mens	Ladies	Size	# of Shifts	Mgr name

### ADULT SIZES

PORT AUTHORITY



	XS	S	M	L	XL	2XL	3XL	4XL	5XL
REGULAR/TALL CHEST	32-34	35-37	38-40	41-43	44-46	47-49	50-53	54-57	58-60

### LADIES SIZES

	XS	S	M	L	XL	XXL	3XL
SIZE	2	4/6	8/10	12/14	16/18	20/22	24/26
BUST	32-34	35-36	37-38	39-41	42-44	45-47	48-51

## Pet Supplies “Plus” Cashier Operation Introduction

12/2011

As a cashier, you are the very first and very last person that our customer will see. Often you are the only employee who has a chance to talk with a customer. You can make all the difference. If you are a cheerful and helpful person, the customer will enjoy shopping in the store. Our reputation is literally in your hands.

The following procedures are intended for the safe, secure, and smooth completion of the cashier responsibilities.

1. **Never leave the front of the store without your manager’s permission.** You must be available at the register at all times. If a customer needs further assistance call for a stocker.
2. Greet every customer as they enter the store. Greet every customer as they check out. Ask the customer questions such as “did you find everything ok today.”
3. Ask each customer if they are in our Preferred Pet Club, if so, scan their card or key fob. If they are not, ask them if they would like to sign up.
  - a. To sign customers into the Preferred Pet Club first scan a new card.
  - b. Remove the label from the new card sheet and stick it on a PPC application.
  - c. Have the customer fill out the application completely.
  - d. Verify the spelling on the email address, if provided. Customer may choose to go online and input email address privately.
  - e. Verify the house mailing address is provided if the customer wants to participate in the PSP Frequent Buyer Program.
  - f. Instruct the customer to go online to input the information for Birthday Club.
  - g. Give the bottom portion of the application to the customer.
  - h. Hold and secure the filled out top portion of the application, and deliver to the store manager before the end of your shift.
4. Promote all Frequent Buyer Programs when you see a customer with an appropriate product. First determine if the brand of food they are buying is in the Preferred Pet Club or a non-PPC brand. There is a list near each register. If it’s a non-PPC brand, offer them the envelope or card and explain to them the rules set by that company so that there are no issues when the customer comes back to redeem it. If it’s a PPC brand listed in the Preferred Pet Club it will be tracked by the computer as long as the customer is in the Preferred Pet Club. Completed Preferred Pet Club brands are redeemed by a coupon mailed to their house in 6-8 weeks after completing all qualifying purchases. Non-PPC brands are instantly redeemed once the card or envelope is filled with the required proof of purchase. Call a Manager for approval.
5. Customers purchasing 20lb or larger bags of food or litter, or someone who has large quantities of anything offer assistance to their car. Call a stocker to the front to assist them if they want the assistance.
6. Always keep an eye on your drawer, **NEVER WALK AWAY FROM AN OPEN DRAWER.**
7. Always tell the customer what the total sale amount is, followed by the word “**please.**”
8. Always repeat back to the customer the amount of cash they are handing you.
9. Always count the change back to the customer.
10. Always hand the receipt to the customer with their change. Thank them sincerely for shopping with us and invite them back soon.

11. If a dispute over change arises call the manager on duty immediately. The drawer will be counted down to prove or disprove the dispute.
12. Only one cashier is allowed to a drawer.
13. **Drinks, food, gum/candy, TV's, radios, cell phones, or any other personal items are not allowed at the checkout or under the counter at any time.** If needed, a cashier is allowed one capped water bottle to be kept under the counter while on duty as a cashier. All personal items are to be kept in the lockers provided or in your vehicle. If you keep items in the provided lockers you must provide your own lock, and you must take that lock and your personal items with you after your shift so that others can use the lockers as well. Pet Supplies "Plus" and the management team will not be liable for your personal items under any circumstance. They are your items and they are solely your responsibility.
14. Be alert to customer actions. Watch for price switching, and shoplifting. Be aware of shoppers who create diversions. If you suspect a problem, call a store manager immediately.
15. When a customer comes in for an exchange or return, have the return slip filled out and ready to go and then call the manager to the front to authorize the return. If there is any questions about the integrity of the return call the manager to handle the return.
16. When you receive a large bill as payment (\$50 or \$100) check the bill for the strip by holding it up to the light and use the counterfeit pen that is on each register. If the counterfeit pen is missing ask the manager for a new one. **Keep these bills under the till until you do a drop.**
17. To accept a check, you must comply completely with our check service bureau requirements. **\*See the check acceptance procedures.\***
18. Under no circumstances do you make change for anyone, including employees.
19. Under no circumstances do you cash a check for anyone, including employees.
20. If there is a problem putting a charge through call the manager on duty.
21. Follow the proper procedures for coupon redemption. **\*See the cashier coupon procedure.\***
22. Do not keep excessive cash in your drawer. Do as many drops as needed throughout your shift. **(See the drop procedures in the PSP learning center)**
23. As the cashier, you are responsible and accountable for the accuracy of the cash register drawer, sales transactions, and any documentation needed while cashiering. Cash overages and shortages in excess of \$1.00 may be cause for disciplinary action. Shortages in excess of \$1.00 must be repaid by the cashier.
24. In-between customers, there is no such thing as down time. If you are on the clock there are several things you can do as a cashier. During slow points in the day while there are not any customers to ring up you need to keep busy. There is cleaning the registers and counters, sweeping the floors, vacuuming the rugs, taking care of returns and other items customers changed their minds about, restocking the items at and around the register, facing the items and displays around the registers and keeping the front of the store looking nice.
25. It is important to keep the front of the store looking nice, it is the first area that the customer sees when they walk into our store and it is the last area that they see as they leave our store. It is very important that you as the cashier keep this area neat and clean. The way the front looks and the way you present yourself to our customers as they walk in and as they walk out will leave an impression on our customers. It's up to you to make that impression a great one.

It is important that you realize that violation of the company policies and/or procedures will result in disciplinary action, up to and including termination.

I have received and read a copy of these procedures and agree to follow them as a condition of my continued employment here at Pet Supplies "Plus".

Employee Name \_\_\_\_\_ ID # 01489\_\_\_\_\_

Employee Signature \_\_\_\_\_ Date\_\_\_\_\_

Manager Signature \_\_\_\_\_ Date\_\_\_\_\_

**PSP CASHIER TRAINING AGENDA**

Employee \_\_\_\_\_

Employee ID # 01489 \_\_\_\_\_

Store \_\_\_\_\_

	Trainers Signature	Date Completed
1. Cash Register Review		
Keys on register (Touchscreen)		
Scanners, where they are and when to use which		
Scale		
Importance of accuracy		
2. Product review		
Unscannable items (Cashier Cheat Sheets and Flipchart)		
Cans		
Rawhide		
Rock		
Bulk items		
Fish		
Two prices same item		
3. Safety and Security		
Give the bad guy what they want		
Recognize bad people/call mgr.		
Proper lock procedure/sight		
Quick change artist		
Don't second guess price, ask for a price check		
Never make change, we are not a bank, could be a quick change artist.		
4. No customer receipt		
Computer will not work when out of paper watch for color change.		
Changing the register paper - how to.		
5. Making a mistake and how to survive		
Stay Calm		
Explain problem to customer		
When to get a manager		
6. Voids		
Customer changes mind		
Customer forgot money		
Customer doesn't have enough money		
Cashier makes a mistake which they can't clear.		
7. Someone cashiering on your register		
Managers approval only		
8. Tax Free Transactions		
Call Manager		
9. Scanning Products		
Multiple quantities		
Cases of cans-scanning the can not the case		
Ringing individually different flavors of the same food		
10. Coupons		
Automatic Doubling, watch for		
Free product doesn't get doubled		
Customer must complete information if required on coupon		
Check all expiration dates		
Free product coupons must have yellow slip attached and filled out		

Cannot accept expired or blank coupons		
Cashier must initial coupons		
11. Taking Cash		
Always state aloud and count the amount given to you		
by the customer as you receive money		
Check all 50's and 100's with counterfeit pen and check security strip.		
Count back change to customer		
Do a drop when your drawer exceeds \$300.00		
Make a drop before your break		
Make a drop anytime you feel uncomfortable with amount		
you have in your drawer		
Put large bills under the change tray		
12. Check Information (If not converted to Electronic payment)		
Must be pre-printed		
Telephone numbers		
Drivers license or state ID		
Address check matches drivers license and or no PO numbers		
Make sure check is signed		
Make sure check is for the right amount		
Make sure you put approval code on the check		
All Checks run through TeleCheck or current service bureau		
Processing check		
Initial Check		
Authorization number		
Customer phone number		
Store number		
Amount cannot exceed purchase		
Split tender transaction (enter cash first)		
Put Check into register.		
13. Charges		
Swipe card		
Put in amount and press EFT on Touchscreen		
If Call Center appears, call manager		
14. Returns		
Must be handled by the manager		
Cashier fills out return slip		
Call manager to the front		
15. Gift Card Procedures		
Purchasing a gift card		
Redeeming a gift card		
16. Other Point of Sale Procedures		
Frequent buyer envelopes		
Donations		
Steps for ringing product with UPC's		
Scan the Bar code (UPC)		
Type in the UPC code numbers under the barcode		
first and last digits which are normally smaller are not needed		
Open Department sales and when to call the manager.		
Flipchart		
17. OTHER		
Price matching		
Substituting items, when it is ok, when its not, manager approval needed		
(Example=Scan the 2 20# bags and have the Manager do an Immediate		

price change to match a 40# bag.		
18. Properly Maintained Registers		
Do not overstuff the drawers and do not put paper clips etc. in them		
Dust and clean computer screens daily.		
Watch for color receipt warnings and change paper		
If you feel something is not right call manager		
19. Bagging		
Plastic bags are flimsy, so be nice		
6 cans max per bag (large cans)		
Lighter stuff on top, use small bags when possible		
Bag purchase ASAP/but never leave cash drawer open		
Call stocker to bag if the situation calls for it, use your judgement		
20. Misc		
Cleaning supplies		
Register supplies		
Special orders		
21. Morning cashier responsibilities		
Check daily task list from manager		
Notify manager when tasks are complete		
Clean ledges and windows		
Smile		
22. Evening cashier responsibilities		
Face front end		
Face assigned aisles		
Put overstock in return bin		
Pull rugs		
Smile		
23. All the time duties		
Vacuum rugs		
Shopping cart level, have stocker retrieve		
Price checks-get stocker or manager		
Keep the front area clean and neat.		
Carry outs-Call Stocker		
24. Closing Store		
Be sure all tasks are completed		
Make sure register is neat and everything is in the proper place		
Make sure all returns and overstock is put away.		
26. Count Down and Balancing		
Cashier is accountable for accuracy of drawer		
Be able to explain any over or shorts		
When manager closes cash register		
The cashier is responsible and accountable for the accuracy of the cash drawer, sale transactions, and documents while cashiering.		
Overages and shortages in excess of \$1.00 may require disciplinary action.		
Manager will dismiss you to clock out		

I HAVE READ AND I UNDERSTAND THE CASHIER TRAINING AGENDA AND I AGREE TO FOLLOW THEM AS A CONDITION OF MY CONTINUED EMPLOYMENT



EMPLOYEE \_\_\_\_\_ DATE \_\_\_\_\_

MANAGER \_\_\_\_\_ DATE \_\_\_\_\_

Name or Company Name address, city, state & zip all printed by the check company or bank	D.L. # and issuing state Business Check = 19	Telecheck's store code # 46= 38104211	Check Number #####
	address if it is a po box telephone with area code	approval code should show up on screen	
Pet Supplies "Plus"			
XXX and XXXXXX dollars			\$XXX.XX
		signature here	

### Rules for accepting checks:

1. The persons name (or business name) and address is printed by the bank or check printing company.
2. The check number is 100 or above, no starter checks are accepted.
3. The name on the check matches the name on their drivers liscence or state issued ID card. NO THIRD PARTY CHECKS ARE ACCEPTED.
4. Checks are only taken in the exact amount of the transaction. No cash back is ever given.
5. We are not a bank, we do not cash checks for anyone.
6. All checks must be ran through the Check reader. Most will then become Electronic Payments, if it is unable to be converted you must follow the steps listed below and put all of the required information on the front of the check. If that information is not put on the check the check will not be guaranteed by Telecheck.

### Steps to take when taking a physical check:

- Run the check like normal through you check reader and follow all normal steps.
- If it asks you to "write check yes/no" on your touch screen that means that Telecheck cannot convert it to an electronic payment. When this happens you would select "yes" (enter) to write the check if it is blank. "No" (Clear) if the customer has already filled it out. (Make sure the customer has also signed the check). You would put the check face up to write the check.
- Then it will ask you to "Insert check and then press 'clear'". This means insert it face down so that it can endorse the check.
- You will need to also put some information on the check in order for us to have it guaranteed by Telecheck.

### Information needed:

Draw a "t" on a blank area of the check as shown above.

1. In the top left of the t you need to write the drivers license number and the issuing state of that drivers license. Ex. Illinois issued drivers license you would write "IL – L555-5555-5555".
  - a. If it is a business check you do not need to write the Drivers license number on it. Instead, you would write Code 19.

2. In the bottom left hand side you need to write the address if and only if there is a P.O. Box printed on the check, and then write the phone number with the area code there.
3. In the top right side you need to put the store code for your store.
4. In the bottom right hand side you need to put the approval number from the screen or receipt.

Cashiers Name \_\_\_\_\_ ID # 01489 \_\_\_\_\_

Cashiers Signature \_\_\_\_\_ Date \_\_\_\_\_

Managers Signature \_\_\_\_\_ Date \_\_\_\_\_

Revised 6/10

12/2011

## Pet Supplies “Plus” Cashier Coupon Procedure

Cashiers:

1. We take all valid coupons, including competitor’s coupons.
2. Manufacturer’s coupons – Over \$1.00 (face value coupons):
  - A. Coupons that have a specific value stated on them over \$1.00.
    - i. You must circle the expiration date
    - ii. Initial the coupon
  - B. Buy one, get one free or free product coupons.
    - i. You must fill out the yellow coupon form complete with UPC code
    - ii. Fill in the value taken for the item
    - iii. Circle the expiration date
    - iv. Initial the coupon
  - C. Frequent buyer envelopes/ cards
    - i. Verify all the necessary information to be correct
    - ii. Fill out the back of the envelope
    - iii. Call a manager to check and authorize the free product
  - D. To take these coupons you must scan them or enter the amount as “MFG Coupon”
    - i. First scan the coupons bar code.
    - ii. Type the amount that the coupon is for, hit enter (if asked for amount)
    - iii. Initial the coupon, circle the expiration date and put the coupon underneath the drawer
    - iv. If the coupon does not scan you need to enter the dollar amount and then select “MFG Coupon” on your register’s touchscreen
    - v. Then you press “Open Department” and find the best match for the item the coupon is for.
3. Manufacturer’s Coupons - Under \$1.00 (expense coupons):
  - A. These coupons are doubled up to a \$1.00 total amount
  - B. Examples:
    - i.  $25\text{¢} = 50\text{¢}$ ,  $30\text{¢} = 60\text{¢}$ ,  $50\text{¢} = \$1.00$ ,  $55\text{¢} = \$1.00$ ,  $75\text{¢} = \$1.00$
    - ii. The doubling function is done automatically with the POS system
  - C. To take these coupons you must scan them or enter the amount as “MFG Coupon”
    - i. First scan the coupons bar code.
    - ii. Type the amount that the coupon is for, hit enter (if asked for amount)
    - iii. Initial the coupon, circle the expiration date and put the coupon underneath the drawer
    - iv. If the coupon does not scan you need to enter the dollar amount and then select “MFG Coupon” on your register’s touchscreen
    - v. Then you press “Open Department” and find the best match for the item the coupon is for.
  - D. Buy one, get one free or free product coupons.
    - i. You must fill out the yellow coupon form complete with UPC code
    - ii. Fill in the value taken for the item
    - iii. Circle the expiration date
    - iv. Initial the coupon
  - E. To take these coupons you must scan them or enter the amount as “MFG Coupon”
    - i. First scan the coupons bar code.
    - ii. Type the amount that the coupon is for, hit enter (if asked for amount)
    - iii. Initial the coupon, circle the expiration date and put the coupon underneath the drawer
    - iv. If the coupon does not scan you need to enter the dollar amount and then select “MFG Coupon” on your register’s touchscreen
    - v. Then you press “Open Department” and find the best match for the item the coupon is for.
    - vi. Hit the “Do Not Double” button on the screen for free product coupons under \$1.00.
  - F. If the coupon has a PLU number assigned or printed on the coupon, enter the PLU code and verify the dollar amount shown on the screen to match the printed amount on the coupon.
4. Store coupons or our coupons:

- A. These coupons range from Valpak, PSP mailings, Coupons4Indy.com, Pin Point Perks, Vet coupons, and bag stuffers
  - B. Dollars off coupons (\$4 off the purchase of \$44 or more)
    - i. You must write the total for the transaction before the coupon on the coupon
  - C. These coupons should all be taken for the value stated on the coupon and initial it
  - D. If there is no value, you must write in the value taken for the coupon and initial it
  - E. To take these coupons you must type in the amount of the Coupon and then Select "Store Coupon" on your touch screen.
    - i. Initial the coupon and circle the expiration date
    - ii. Put the coupon underneath the drawer
5. Additional Store coupons
- A. These are given out at the manager's discretion
  - B. This will also be used for coupons that have stickers on the bag (\$2 off oops stickers) for ripped bags
  - C. Competitors coupons:
    - i. We will accept **ALL** competitors coupons
    - ii. Taken the same way as regular store coupons

Manager Name Printed \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Name Printed \_\_\_\_\_ ID # 01489 \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

**PSP STOCKER OPERATION PROCEDURES – revised 10/31/11**

As a stocker, most of your time is spent in the retail area of the store. **Your most important duty is to serve the customer any way you can.** This is done by being sure that product is in stock and in reach for customers to serve themselves. When customer help is needed it is your duty to assist the customer. Greet all customers with good eye contact and a cheerful smile. Ask the customer "Did you find everything you needed today?"

**ALWAYS BE AWARE TO:**

- Position your stock cart so that customers can safely and comfortably pass by and shop.
- Never load the stock cart or stock the product in any way that puts the customer, yourself, or fellow employees in danger.
- Always be aware of customers in your area and offer your help when needed.

**WHEN CARRYING OUT PRODUCT FOR A CUSTOMER**

- When a customer appears to need help, simply say "please let me help you with that."
- When loading their vehicle, be sure the products are securely placed in their vehicle to not be damaged, damage the vehicle, or other contents.
- Return all shopping carts in the parking lot to the inside of the store upon return.

**DO NOT EVER**

- Operate any equipment for which you have not received proper training.
- Operate any equipment in an unsafe manner
- Lie to a customer, co-worker or supervisor. If you are unsure of the answer to any question, the only answer is "I don't know, but let's find out". Then go find the answer. If a customer's question is still unanswered, take the customers name and phone number, write down the question, and pass it on to the manager for complete follow-up.

I have received and read a copy of these procedures, and agree to follow them as a condition for my continued employment. Any violation could result in disciplinary action, up to and including termination.

Employee Name \_\_\_\_\_ ID # 01489 \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

PET SUPPLIES PLUS STOCKER TRAINING AGENDA

Employee \_\_\_\_\_

Employee ID # 01489 \_\_\_\_\_

Store \_\_\_\_\_

	Trainers Signature	Date Completed
1. Big Joe Lift		
Demonstration		
Employee Operation		
2. Weekly Delivery Schedule		
When loads arrive		
What each vendor supplies		
3. Stock Check-in		
Before Driver leaves - ask if they have Return Authorization paperwork		
After driver leaves - date the invoice		
Discrepancy reporting procedures		
4. Placement of Pallets		
Full pallets		
Empty pallets		
5. Damaged Products		
Reporting		
Repair and product sale		
6. Returns		
Definition		
Product placement		
7. Special Orders		
Identification, calling Customers		
Marking Special Order Slip with initials and date and placement of product		
8. Pricing products		
Price Guns - when you should		
Standard price tag location- upper right corner		
9. Price Changes		
10. Box knives		
Always carry one		
Bring daily		
Never leave unattended		
Keep closed when not in use		
Do Not lay knife down on a shelf		
Fresh blades		
11. Actual Stocking Procedure		
Mid-size and large bags		
Stacks-floor and shelf		
Damaged Bags		
Product rotation		
Overstock Procedures		
Frequent buyer stickers		
12. Top Stock Procedures		
How to stack		
How to "stripe"		
How to pull down		
Never drop product on floor		

13. Bales		
Shelf loading procedure		
14. Cans		
Proper cutting procedure		
False Facing		
When to cut cases		
15. Mid Aisle Displays		
How to straighten and restock		
Minimum spacing		
Proper signage		
16. Center Store Aisles		
Price and product number verification		
Price change procedure		
Proper shelf and peg tags		
Crate and cage building and display		
Overstock procedure		
17. Dog wash (in stores where applicable)		
Opening dog wash		
Cleaning tubs		
Laundry		
Closing dog wash		
18. Overstock		
Placement of stock in the backroom		
Proper procedure and timetable for running back room stock		
Foods and litters		
Bulk Bins		
Biscuits		
All Other product		
19. Opening procedures		
All floor mats are to be out, check outside front area for trash		
Obtain project list from manager		
Verify what loads are expected for the day		
20. Closing Procedures		
First - Cut cans-dog and cat		
Next - Face center of store		
Next - Pull and Face small bags, boxes, cans, biscuits and treats		
Next - Drop top stock or fill from back stock - Never face litter if you have back stock to fill		
Dust mop the entire store		
Empty all trash cans, front and back, and replace trash can liner		
Finally - Do a stocker walk thru before a walk thru with the manager		
Mop store		
Manager will dismiss you to clock out		

I HAVE READ AND UNDERSTAND THE STOCKER TRAINING  
AGENDA AND AGREE TO FOLLOW THEM AS A  
CONDITION OF MY CONTINUED EMPLOYMENT

EMPLOYEE \_\_\_\_\_ DATE \_\_\_\_\_

MANAGER \_\_\_\_\_ DATE \_\_\_\_\_



## Dog Wash Procedures

### ***Opening dog wash:***

1. Remove the door stop and shut off the fan and put away for the day.
2. Vacuum the mats to get any and all dried dog hair off of them.
3. Make sure all shampoos are full; refill any that need to be filled.
4. Make sure there is a bag in the trash basket for the pet hair.
5. Make sure all dog wash caddies are filled and brought up front.
6. Start a load of laundry if there is laundry to wash, switch the washing machine to run on "normal" cycle.

### ***Maintaining the dog wash throughout the day:***

1. After each use, rinse out the tub.
2. Wipe it down with the vinegar/water solution and rinse out the residue.
3. Check the hair trap in each tub, empty if needed.
4. Dry down the walls of the tub.
5. Check shampoo bottles and make sure they are filled when needed.
6. Start laundry or continue switching loads.
7. Wipe out and refill the dog wash caddies and return them to the front of the store.

### ***Closing dog wash:***

1. Make sure all soiled laundry is picked up and put in the dirty laundry basket.
2. Vacuum the mats.
3. Pick up the mats one at a time and rinse them with the sprayers.
4. Squeegee and mop the floor.
5. Wipe down the walls with a towel and bleach/water spray. **DO NOT EVER SPRAY THEM WITH THE HOSE!**
6. Clean the doors and side windows on both sides with Windex.
7. Put the mats back down on the floor in the correct pattern. If you're not sure of the pattern please see floor mat diagram.
8. Rinse out the sinks.
9. Clean the sinks with the diluted bleach cleaner.
10. Rinse the bleach residue out of the sink.
11. Clean the drain hair traps and floor drain.
12. Clean out shampoo trays.
13. Wipe the tubs dry with a clean towel.
14. Run the washer on an empty "Sanitize" wash cycle, so we can dissolve all excess soap in the line.
15. Prop open the door to the dog wash and start the fan to blow air into the dog wash all night long.

Following these steps throughout the day will help keep our dog wash in top shape. Whenever you are cleaning or maintaining the dog wash please inspect the hoses, spray nozzles, condition of the tub and grates and inform management of any issues that you see, so that we can replace things when needed. We typically have replacement pieces on hand for when we need to replace them.



## Pet Supplies "Plus" Employee Review Sheet

Employee Name		
Employee ID # 01489		
Hire Date		
Review Date		
Manager		
Factors	Rating Poor 12345 Excellent	Comments
Customer Service		
Appearance		
Communications Skills		
Maturity		
Personality		
Pet/Product Knowledge		
Attendance Record		
Stocker Operations		
Cashier Operations		

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Employee Signature	Date
Manager Signature	Date

**PET SUPPLIES "PLUS"**

**EMPLOYEE NOTICE OF DEFICIENCY**

Employee Name \_\_\_\_\_ ID # 01489 \_\_\_\_\_

Store # \_\_\_\_\_

Date (s) of Deficiency \_\_\_\_\_ Hire Date \_\_\_\_\_

Previous 12 Month History of employee Deficiencies

Date	Deficiency	Disciplinary Action Taken
_____	_____	_____
_____	_____	_____
_____	_____	_____

State Nature of Deficiency (Specifically what, where, when and how employee's performance/behavior was deficient).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Further Action \_\_\_\_\_  
\_\_\_\_\_

Employee comments \_\_\_\_\_  
\_\_\_\_\_

Immediate Supervisor's Signature - 1st Level \_\_\_\_\_ Date \_\_\_\_\_

2nd Level Management \_\_\_\_\_ Date \_\_\_\_\_

3rd Level Management \_\_\_\_\_ Date \_\_\_\_\_

I have read and understand the nature of this deficiency and understand that if this persists, further disciplinary action, up to and including termination of my employment may occur. I also understand that the imposition of disciplinary action, up to and including termination is not preconditioned upon receipt of verbal or written notice of unacceptable conduct.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_