

Rookie in Training

This afternoon was the big day in which I had to train the new employee at the store. I must say that I was really impressed. By the time 9pm rolled around, he had learned A LOT. I began by taking him on a tour of the store... all the departments, the walk-in coolers, the backroom of doom, and the milk crate/smoking cage (something my young protege was quite curious about since he is a smoker). Since it was graduation day, ALMOST everyone needed the day off. This was one of the reasons I was training today (I would have been by myself for 7 hours). I taught the basics: milk and egg filling including rotation, floor cleaning, phone etiquette, bagging and carrying out groceries. I was actually surprised how busy the store was not only with the last minute graduation card pick up.

At the beginning, I had him watch as I waited on customers. In the early evening, I noticed that the ground meat was REALLY low, so I told Nate to stand by the register and to call when a customer needed waited on. At first, he was apprehensive to say the least. I told him that he would be fine... I knew he could do it. After paging me three times to the front, he was ringing up transactions by himself. As long as they involved cash only, I was ok with it. Anything beyond that (check, credit, food stamps, or WIC) he was to call me right away. By the end of the night, he was taking check transactions. I was really impressed.

I asked him to demonstrate how HE would answer the telephone. Without any training, he picked up the phone and said "Kaiser's... may I help you?" WOW!

All in all, a totally rewarding day. Hopefully, he retains what he learned in such a short time. I'll find out Tuesday. Sometime, I will need to show him the basement of doom.