**Week ending 3/21/2015**

My first week consisted of working at the front-end of the store.

Working in the store the first week was an eye-opening experience for me. I soon realized that the store measures everything from daily sales to items scanned per minute at the registers. They are using many tools to generate reports to measure themselves. I learned about LaborPro, which they use for scheduling. However, they also use it to measure opportunity hours in each department. The store uses ACE to see where their sales are at every hour so they can measure sales and see if they are meeting the projected sales they are aiming to hit daily. These are just a few ways in which stores measure their daily/weekly success.

On Monday I was able to shadow Wendy Galluci and see what the store managers duties are like! The first thing we did was meet with the department team leaders. Wendy typically goes over the previous days numbers and also shares any new news she needs to share with the team. The team leaders also share any news they feel is important for the team to hear. At this time, I learned about CAO, which the store is very excited to use. This new system will help the store maintain the minimal merchandise needed within the store. I learned that this new system looks at the items scanned, and this is how it determines what inventory is needed to order each day for the store. I believe Mt. Read is the third store, which will be using this new system. Later that day we attended another meeting which we went over the KBS stations that the store would be doing for Saturday and Sunday. This week was veggie week. Typically, the stores can choose what they want to make in each department, but this week corporate had ask that each department use specific recipes. Wendy also walks the store periodically to ensure that each department is doing well. She checks in with the STL’s each hour to see where the sales are for the day up to the hour. Her job is very busy, and she is always on the go!

On Tuesday I shadowed an STL, Jake. Jake is responsible for running the front-end. He handles any issues at the registers. They do money pick-ups at each register every 2 hours since there needs to be 2 people doing any money pick-ups. He coordinates all cashiers working and what register they will work at. He is responsible for making sure they get their breaks as well. He deals with customer complaints and any merchandise pricing questions. STL’s are responsible for scheduling as well. They use LaborPro to find opportunity hours at the front-end. The STL also calls helping hands if a customer needs it. STL’s will jump on registers as well if the cashiers need help when it gets busy. The STL will also get any products a customer needs so it is critical that they know where products are in the store! The STL will check to ensure that if there are any violations with emplyee’s punching in or out and address them if need be. The STL’s main job is to make sure it the front-end runs smoothly day-to-day.

On Wednesday I spent the day with accounting. Accounting is responsible for all money going in and out of the store. They need to balance every till at the register. They must also setup random watches on cashiers each week. They are responsible for exchanging money that cashiers need for change as well as the service desk. They are responsible for all of the lottery machines. They need to post the hourly sales for the STL to pickup. They also do register money pick-ups every two hours to ensure the registers don’t have too much money in them at a time. They are also responsible for setting up the money deposits for the bank to pick up.

On Thursday I spent the day with the front-end manager. The front-end manager is responsible for all STL’s and all front-end duties including the service desk. Chrystina will watch the front-end for the STL’s if it gets busy and the STL needs to help out a register or if they need to step away to work out a problem, etc. Chrystina will also help out with problems in the store if the store manager or service manager is unavailable. The front-end manager works closely with the store representative to talk with employees about United Way or anything initiatives that Wegmans is working towards. Chrystina also looks at reports to ensure we are meeting our goals. One report she uses is to look at LaneHawk, which will tell us if a product made it out the store on a customer’s cart without being scanned. She handles customer complaints written into Consumer Affairs as well and contacts customers to make sure we can make them happy. She handles any issues that might happen with customers in the store as well. For example, if a customer slips she will need to fill out an injury report and contact the customer to get their story and to make sure they are OK. Chrystina wears many hats and her day is handling issues that might come up and making sure they are resolved. I also spent some time with our pricing coordinator this day too since Chrystina is responsible for them as well. I learned that they use StoreLoc to ensure aisle locations are setup properly in our digital spaces. They also are in charge of pricing through several departments. This includes tagging and any signage we are using throughout the store. This is done every Saturday morning at 1 am so that it is ready for Sundays new pricing. They are also responsible for auditing the products in the same departments they support for pricing. They also maintain our price comparison boards we have at the front of the stores so customers can see Wegmans prices compared to our competitors for that week.

On Friday I spent the day with Jo at the service desk. The service desk will handle any calls coming in to the store and transferring them to the correct department. They will also handle any customer complaint calls and in-store complaints and make sure they are handled properly. They handle returns and use the return guide to make sure they are doing the appropriate thing with the product after it is returned. For instance, any meat must be thrown away because we cannot know how it was handled once it left the store. They are responsible for “That’s the Ticket” sales. They are responsible for MoneyGram, which is used for money orders, and they are educated on money scams as well to protect customers from fraud. They are also responsible for lottery sales. They are responsible for stamp sales and gift card sales as well. At times they will also check customers out, especially if it gets busy throughout the day. They hold uniform shirts for the store as well and if an employee needs a shirt during the day, if something should spill on them, the employee is given a loaned-out shirt so that they still look presentable to our customers. They can also check bottles for customers if the bottle return machines do not work for the customer. The service desk plays many roles to ensure Wegmans customers have what they need, and they walk away happy!

In summary, week one was very busy but also very educating!

**Technology Opportunity**

Every week I’d like to reflect on a technology learning if I see fit. This week my story was an observation I had with a vendor we use for our registers which is Toshiba. On Monday a register on lane 16 stopped working with our verifone device. The STL that was on that day put a new verifone in place of the one at the register and they also switched out the hookup from the register to the verifone. When that did not work, they called the issue into the helpdesk. On Tuesday morning the Toshiba vendor came out and replaced the motherboard at the register. He rebooted the register and the verifone and the verifone was sill not working properly. I was shadowing the STL, Jake at this time. The vendor pulled Jake aside and explained what he had tried and at this point he suggested we switch out the hook-up from the verifone to the register. At the time Jake was not aware that this was already done. He agreed to do it and the Toshiba vendor left. At that point when Jake and I went to switch out the cable we saw that it was brand new and we knew this could not be the issue. We called the helpdesk explaining that there was something still wrong and that we tried everything that the vendor asked us to try. On Wednesday afternoon Toshiba came out again and replaced the motherboard again and the issue was still not resolved. At this point he told the STL in charge that he tried everything and did not know what else to do and left it at that. This was very frustrating to the STL since he did not know how to fix the issue and nor should he. A main lane that the store uses everyday was out of order for the third day in the row and they still had no answers. Also, the way the vendor left it made them feel like they had no hope and the issue was left to them to resolve. The store looks at our vendors as a Wegmans IT representative and to be honest I was embarrassed because being from IT I did not want the store to feel like we let them down. Even though we have vendors and outsource our work I think it is important that we try to instill/educate our vendors on good customer service. On Thursday a Wegmans IT representative came out and determined that a part on the verifone itself was bad and this finally fixed the issue. I was happy to see we could get the store back up and running on this lane, but wanted to pass along the frustration I had with the service that was given to them. Even though our vendors do not work directly for Wegmans they are still representing our department. I think it is important we help them understand our values and how we want our customers and to be treated as well as our co-workers. The store I felt was very patient with the service, but I think we can do a better job with this service to our stores.