**Week ending 3/28/2015**

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

On Monday and Friday I shadowed Chrystina, the front-end manager again. I learned more about what Chrystina does daily. She is in charge of scheduling the STL’s every week. She also handles setting up training for any new front-end employees coming into the store. She handles many problems throughout the day. One major issue that came up this week was a customer who used the self-checkout was able to buy approximately $1000 worth of gift cards with a stolen credit card. Three of her STL’s overrode a credit card error code. She looked at the BOSS system, which the self-checkout reports on, but was not able to find anything significant to help. She emailed Chuck Cameron to get a better understanding of how self checkout works and it turns out the software has a bug whereas it does not give a proper error code to the managers. Also, self-checkout should not allow any overrides and it does as of now. Chuck indicated that this is an issue they are aware of and they are looking into it. This is a pretty major concern for the store since it is so easy for customers to take advantage of. We also dealt with a customer who was bleeding badly in the front foyer of the store. Chrystina was responsible for getting an ambulance there to help the gentleman. She also handles any employee issues, questions, and concerns. She organizes ways to help the store raise money for the United Way.

On Tuesday I spent time with a coordinator Pia. I helped her with getting binders setup for each register. The coordinators can do much of the same stuff the STL’s do. They ensure that the front-end is running smoothly. They can jump on a register if need be as well. When working with Pia we looked over EMOS. This is the paperwork the team uses for scheduling of the front-end daily. They use this to see who is coming in and when. They also us it to see what register they have assigned put the employee on. They use EMOS to schedule breaks as well. EMOS is also used to see any employees who are not able to make their shift or if the employee is let go early. All in all it is used to run the front-end. I also spent part of the day at self-checkout and learning about those registers. I was able to learn about customers who try and take advantage of this area as well. Some customers do coupon scamming through these systems. They will come through with BJ coupons which are accepted though our POS. They will also make copies of Wegmans coupons, which apparently do not need to have the Wegmans item, scanned in order for the discount to be applied. Some customers will mislabel produce to be a cheaper one like bananas so that they don’t have to pay the full amount of money. Self-checkout in theory is a great idea, however, it seems to bring a lot of problems to the store.

On Wednesday I spent the day with an STL, Glad, who does all of the front-end scheduling for the week. It typically takes Glad a day and a half to write the entire schedule for the front-end. She is in charge of writing the schedule for the STL’s, coordinators, cashiers, service desk, helping hands, maintenance, café, pricing, and most likely a couple other areas I may have forgotten! Most schedules were pretty easy to write. The cashiers schedule was the most time consuming. This took about half the day to write in LaborPro. This is because you must factor in all requests for time-off and the type of employee you are scheduling. For instance minors can only work certain days and hours. Also, some employees only work at specific times. Glad indicated that you also need to know the person and how they work and what strengths they have because this might change how and when you schedule them. It is not an easy task to complete and takes a lot of trial and error. LaborPro will project how many hours it thinks you need, but you also need to go with your past experience and what you think the store needs as well.

On Thursday I spent the day in Pharmacy. This area was a lot to take in for one day!! There are so many procedures and processes that must be followed in pharmacy. I spent most of the day shadowing an employee Amanda. Every 2 hours the employee will change the area they are working in. They work at 3 stations, which are cashier, data entry, and filling scripts. At cashier they take check customers out with their scripts. On downtime they will try and do data entry into the script system. This entails customer’s scripts that have been sent over from doctors or have been called in. They take the customers info and create the script digitally so that it can be filled either through centrilfill or at the store. At the data entry station they will also do this, but will take customer calls that come directly to the pharmacy as well to add their refill to the system. When they move over to filling scripts they take high priority scripts first and fill them first. They print out the script details, which they use to find the prescription. There are three things they must always verify. These three things consist of the name of the script, the strength of it, and a code that comes over with the script. I forgot the name of it so I apologize. All 3 of these things must match. When they get the prescription they scan it on the patients information and if it matches it will come back as successful. Any controlled substance scripts must always be counted twice, once by the machine and then again by hand. Once the script is filled it then goes over to a pharmacist to check again to ensure the script was filled properly. My pharmacy day was very informational but also a lot to take in for a day. I was able to fill 2 scripts and that made me very happy!

**Technology Opportunity**

EMOS is a large part of the front-ends process. I was thinking that it might be beneficial to have a system built electronically for the front-end management to coordinate all of their scheduling for that day instead of having to do it all by paper. Every week the store needs to print out many pages to keep track of the scheduling that day, but then they also need to save it in case an issue comes up that they would need to reference it again. If we had an electronic system for the stores to use it would save on the paperwork, but could also keep the day saved for a reference needed later on. It could keep track of management who made any adjustments and would should allow management to keep track of all of the things they are using for it today such as scheduling, breaks, cashier placement, isolations, etc.

Also, it seems as though coupons are a major issue for the store (especially on the self-checkout lanes). I know corporate is already aware of the issues we face with coupons and we are working on a digital program for Wegmans coupons, which would help with the issues. However, this still leaves us with coupon scamming with competitors’ coupons such as BJ’s. If we can fix these issues with the technology it will save the stores and Wegmans from losing a lot of money.