

Chapter 9

Activity 2: Shift Change

In this activity you will use the actual checklist to go through the shift change store procedures. The first time you'll shadow the more experienced manager; the second time you'll do it together and the third time, the Opener will shadow you.

1. Print the shift change checklist
2. Practice the shift change

What questions do you have when changing shifts in the store?

What is the most complicated task to managing a shift change? How can you improve?

First Attempt:

Checklist	Completed Score (1-5)	Instructor Initials/ Date	Notes
Shift change Checklist			
Till			
Management people			

Second Attempt:

Checklist	Completed Score (1-5)	Instructor Initials/ Date	Notes
Shift change Checklist			
Till			
Management people			

Third Attempt:

Checklist	Completed Score (1-5)	Instructor Initials/ Date	Notes
Shift change Checklist			
Till			
Management people			