

Garden Center Part Time Position

Garden Center Hours: Mon-Sat 8am-5pm (Date Range)

Available Shifts: MON WED FRI 7:30-12:30; 12:30-5:30

TUE THU SAT 7:30-12:30; 12:30-5:30

Standard Operating Procedure (SOP) for Garden Center Part-Time Position

1. Purpose: This SOP outlines the responsibilities and duties of part-time employees at the Garden Center to ensure efficient operation and customer satisfaction.

2. Scope: Applicable to all part-time staff at the Garden Center.

3. Responsibilities:

- **Opening and Closing:** Follow procedures for opening and closing the store, including securing all entries, managing lighting, and setting up or storing away necessary tools and equipment.
- **Transactions:** Handle all customer transactions competently, including sales, returns, and exchanges, using cash, credit/debit cards, and checks. Ensure accuracy in all transactions and maintain confidentiality of customer information.
- **Customer Service:** Provide exceptional customer service, including greeting customers, assisting with inquiries, and offering advice on garden products and care.
- **Inventory Management:** Keep track of inventory, ensuring all items are correctly priced and displayed. Conduct regular stock checks and report any discrepancies or reordering needs.
- **Maintenance:** Ensure the cleanliness and organization of the Garden Center, including watering plants, cleaning shelves and floors, and managing waste disposal. (Including barn)
- **Product Displays:** Creatively arrange product displays to enhance customer interest and promote sales. Regularly update displays to reflect seasonal changes or promotions.
- **Communication:** Answer phone calls professionally, responding to inquiries and taking messages as required. Communicate effectively with team members and management to ensure smooth operation.

4. Procedures:

- **Opening:** Arrive 15 minutes before opening to prepare the store, including disabling the alarm, turning on lights, and setting up outdoor displays.

- **Transactions:** Use the POS system for processing sales, following all security protocols for handling cash and credit transactions.
- **Customer Service:** Always approach customers with a smile and offer assistance. Stay knowledgeable about products and services offered.
- **Inventory and Maintenance:** Conduct daily checks on inventory and store cleanliness. Report any issues to the supervisor immediately.
- **Closing:** Secure all products, clean the store, and ensure all transactions are closed for the day. Set the alarm and lock all doors.

5. Health and Safety: Follow all health and safety guidelines to prevent accidents and injuries. Report any hazards to the supervisor.

6. Confidentiality: Maintain the confidentiality of all transactions and customer information.

7. Amendments: This SOP is subject to updates and amendments as required by the Garden Center management.

This SOP aims to standardize operations, ensuring part-time employees are well-informed of their duties and responsibilities, contributing to the Garden Center's overall success and customer satisfaction.