

FEATHER RIVER RAIL SOCIETY

DATE: July 2016
ITEM: Old Business 2
FROM: Eugene Vicknair, Greg Elems, Charlie Spikes (with assistance from Leisa Wesch)
SUBJECT: **Store Operations Committee Report**

The Store Operations Committee has been communicating by email and held a meeting two weeks ago at the WPRM facility. We have been reviewing job structures for other museum retail operations, reviewing FRRS policies and guidelines, discussing store operations with current personnel and reviewing budget reports.

We are still in the process of building our final reports and recommendations. We will aim to have this completed by the August BOD Meeting.

Attached for review and comment are the following preliminary documents:

- Store Sales Associate job description
- Store Manager job description
- Standard Operating Procedure for Museum Store

Requested Action: Provide feedback and comments to the Committee.

FEATHER RIVER RAIL SOCIETY

STORE MANAGER POSITION DESCRIPTION

Purpose

To manage, operate and promote the WPRM Museum Store and eCommerce site with a goal toward ever improving sales and environment. To promote the WPRM and provide answers and information to visitors. To oversee and manage sales associates and store stock orders. Overall management of the store.

Major Areas of Responsibility

To promote and manage WPRM store sales and assist visitors and members in purchasing store items. This includes:

- To support the established mission of the FRRS
- Sales and information on retail products, Run A Locomotive plans and gift certificates, memberships, donations and any other items being sold through the WPRM physical and on-line store.
- To improve and maintain the store and its surroundings.
- To lead the bi-annual inventory.
- To maintain understanding of store inventory and supplies and place orders as needed.
- To provide a positive visitor experience.
- To operate in compliance with local, state and federal laws and codes, and for the greatest benefit of the members and visitors.
- To manage store operational requirements by scheduling and assigning employees; following up on work results.
- To maintain and improve store staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- To achieve and report financial objectives by preparing an annual budget and store report for the FRRS Board of Directors, the President and Treasurer.
- To schedule expenditures, analyzing trends and variances and initiating corrective actions to manage cashflow in response to seasonal needs.
- To formulate pricing policies by reviewing merchandising activities, determine additional needed sales promotion, authorize clearance sales, understand sales velocity for products.

Other Areas of Responsibility

- Be a source of reliable information to all WPRM visitors and volunteers.
- To help coordinate orders and receive and properly stock received materials.
- To handle deliveries to the Museum.
- Ensure that all work is in compliance with local, state and federal codes and laws, including ADA.
- Work with off-site sales programs and committees.
- Maintain good work habits and discipline among store employees.
- Update and maintain sales related aspects of WPRM on-line commerce.
- Prepare monthly reports to FRRS Board and column for Train Sheet.

Activities

- Welcomes customers by greeting them; offering them assistance.
- Maintain the gift shop. Tasks include arranging items on shelves, making sure that all items have price tags.
- Keep gift shop area tidy.
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards, count donations from various donation boxes on site on a weekly basis or more as needed. Balance cash drawer
- Keep restrooms and trash cans clean.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.
- Refer to the SOP for the Museum Store.
- Perform marketing and promotion (including clearance) of merchandise.
- Ensure markdowns, write-outs and other budget management processes are performed properly.
- Oversee budget / sales reports delivered to FRRS bookkeeper.
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Qualifications

- Ability to work well with diverse populations
- Ability to communicate effectively both orally and in writing
- Knowledge of the Western Pacific Railroad history or willingness to learn
- Knowledge of resources for information on applicable codes and laws
- Understanding of preservation ethics and the history/usages of the FRRS facility
- Be able to work well and effectively with volunteers
- Be able to politely and clearly communicate with visitors and members and provide answers to their inquiries.
- Ability to create and track budgets and expenses.
- Vendor relationships.
- Capable of strategic planning and problem solving.
- Self-motivated.
- Listening, Customer Service, Meeting Sales Goals, Selling to Customer Needs, Product Knowledge, People Skills, Energy Level, Dependability, General Math Skills, Verbal Communication, Job Knowledge

Hours Required

Approximately 16-36 hours per week

Training Required

- Store operations
- Orientation to the Western Pacific Railroad Museum's Policies and Procedures

- Crisis Management Plan
- Health & Safety procedures
- RAL operations

Travel Required

Not typically required

Conduct

- No playing of electronic games, texting or personal phone calls during work hours with exception of specific emergencies.
- When store has no customers, associate should be facing shelves, cleaning store, checking orders and doing other operational actions.

Working Relationship

The Store Manager must have a close working relationships with Department Heads, Committee Chairs and their volunteers, RAL engineers, store sales persons, vendors and volunteers.

Direct management of the Store Salesperson is by the Store Operations Manager and the President and Vice-President. Special events or operations may require the Store Manager to work with or at the direction of the RAL Supervisor, General Superintendent, Treasurer and / or Secretary.

Progress Review

The performance of the Store Manager is monitored on an ongoing basis and a performance review will be completed after the first 60 days, then every 6 month by the President and a designated director and / or officer.

FEATHER RIVER RAIL SOCIETY

STORE SALES POSITION DESCRIPTION

Purpose

To operate and promote the WPRM Museum Store and eCommerce site with a goal toward ever improving sales and environment. To promote the WPRM and provide answers and information to visitors.

Major Areas of Responsibility

To promote WPRM store sales and assist visitors and members in purchasing store items. This includes:

- To support the established mission of the FRRS
- Sales and information on retail products, Run A Locomotive plans and gift certificates, memberships, donations and any other items being sold through the WPRM physical and on-line store.
- To improve and maintain the store and its surroundings.
- To assist with bi-annual inventory.
- To maintain understanding of store inventory and alert the Store Operations Manager of orders needed.
- To provide a positive visitor experience.
- To operate in compliance with local, state and federal laws and codes, and for the greatest benefit of the members and visitors.
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Other Areas of Responsibility

- Be a source of reliable information to all WPRM visitors and volunteers.
- To help coordinate orders and receive and properly stock received materials.
- To handle deliveries to the Museum.
- Ensure that all work is in compliance with local, state and federal codes and laws, including ADA.

Activities

- Welcomes customers by greeting them; offering them assistance.
- Maintain the gift shop. Tasks include arranging items on shelves, making sure that all items have price tags.
- Keep gift shop area tidy
- Directs customers by escorting them to racks and counters; suggesting items.
- Advises customers by providing information on products.
- Helps customer make selections by building customer confidence; offering suggestions and opinions.
- Processes payments by totaling purchases; processing checks, cash, and store or other credit cards, count donations from various donation boxes on site on a weekly basis or more as needed. Balance cash drawer

- Keep restrooms and trash cans clean.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.
- Contributes to team effort by accomplishing related results as needed.
- Refer to the SOP for the Gift Shop Sales Position
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Qualifications

- Ability to work well with diverse populations
- Ability to communicate effectively both orally and in writing
- Knowledge of the Western Pacific Railroad history or willingness to learn
- Knowledge of resources for information on applicable codes and laws
- Understanding of preservation ethics and the history/usages of the FRRS facility
- Be able to work well and effectively with volunteers
- Be able to politely and clearly communicate with visitors and members and provide answers to their inquiries.
- Listening, Customer Service, Meeting Sales Goals, Selling to Customer Needs, Product Knowledge, People Skills, Energy Level, Dependability, General Math Skills, Verbal Communication, Job Knowledge

Hours Required

Approximately 16-36 hours per week

Training Required

- Store operations
- Orientation to the Western Pacific Railroad Museum's Policies and Procedures
- Crisis Management Plan
- Health & Safety procedures
- RAL operations

Travel Required

Not typically required

Conduct

- No playing of electronic games, texting or personal phone calls during work hours with exception of specific emergencies.
- When store has no customers, associate should be facing shelves, cleaning store, checking orders and doing other operational actions.

Working Relationship

The Store Salesperson must have a close working relationships with Department Heads, Committee Chairs and their volunteers, RAL engineers and volunteers.

Direct management of the Store Salesperson is by the Store Operations Manager and the President and Vice-President. Special events or operations may require the Salesperson to work with or at the direction of the RAL Supervisor, General Superintendent, Treasurer and / or Secretary.

Progress Review

The performance of the Store Salesperson is monitored on an ongoing basis and a performance review will be completed after the first 60 days, then every 6 month by the President and Store Operations Manager



WPRM Museum Store

STANDARD OPERATING PROCEDURES

August 2016

Table of Contents

The Gift Shop Sales Associate basic directions

1. The only people that are allowed to give guidance/change to the Museum Store sales associate(s) and manager are any of the members of the Board of Directors, The General Superintendent of Operations, or the Superintendent of Operations.
2. The Museum Store sales associate(s) and manager will not take any advice/guidance/changes from other members of the WPRM

If any questions need to be answered please contact one of the members listed above for guidance.

SUBJECT: Start of day		Standard Operating Procedure #1
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:
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1. Start of work day is 15 minutes prior to Museum Opening
 - i. Museum opens the first weekend of May for weekends
 - ii. Museum opens for the season the last weekend in May.
 1. Open daily 10:00am – 5:00pm (This is normal operating season)
 - iii. After Labor day the Museum is open 10:00am-4:00pm Friday – Monday
 - iv. October the Museum is open on weekends only 10:00am-4:00pm
 - v. November thru May the Museum is closed to the public
- b. Monday – Friday (during normal operating season) Count cash drawer.
- c. Saturday – cash drawer should have enough money/change for both Saturday and Sunday. Cash drawer for Saturday / Sunday should start with \$400. (\$300 in bills and \$100 in change.)
 - i. If it is found that this is not enough change for the weekend then the Sales Associate will bring this up to the Board of Directors for concurrence on increasing the cash draw for the weekends.

SUBJECT: Cash drawer and POS		Standard Operating Procedure #2
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

Cash drawer and POS

1. Start of day: before open
 - a. Make sure the cash drawer is counted and ready to go
 - i. Monday- Thursday – cash draw may start with \$300
 1. \$200 in bills and \$100 in change
 - b. On Friday after sales day is over and cash drawer is counted
 - i. Make sure that the cash drawer has \$400 (\$300 in bills and \$100 in change for the weekend..
 - 1.
2. End of day: after close
 - a. Run Sales report from POS
 - i. Reconcile cash drawer
 - ii. Fill out daily report
 - b. Reboot Computer
 - i. Make sure that it comes back up to logon screen
 - ii. Turn off screen (NOT COMPUTER – it must be up and running for backups to run)
3. Report any problems with the POS system to
 - a. Store Manager

SUBJECT: Steps for taking RAL reservations		Standard Operating Procedure #3
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

All reservations will be noted in the RAL book:

All fields will be filled in.

For exceptions please make notes in the note field

The following can be done in one email (no need to send separate emails to each individual)

Email will be sent to the RAL Coordinator - timelesstimbre@gmail.com

Email will be sent to the Superintendent of Operations: timelesstimbre@gmail.com

Email will be sent to the General Superintendent of operations: kc6knt@covad.net

Email will be sent to the RAL engineer for that RAL: - See Appendix A for list of emails

Email will contain the following:

1. Name of Guest, address, phone number
2. Number in Party
3. Date
4. Time:
5. RAL Plan
6. RAL Engine
7. RAL Engineer
8. Deposit made
9. Money due
10. Special notes:

SUBJECT: Steps for Cleaning the Soda Machine		Standard Operating Procedure #4
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

Procedure:

- 1) Check for mouse droppings
 - a) Report any wildlife findings to the Superintendent of Operations (see Appendix A)
- 2) Clean off counter tops with bleach
- 3) Refill ice container
- 4) Restock all cups
- 5) Cleaning the soda machine as follows:

Schedule	Parts	Task
Daily	External parts of soda machine, nozzles, ice tray	Wipe down with soapy water and sanitizer
Weekly	Review pressure gauges: remote cooler	Adjust pressure settings: wash cooler with mild detergent
Six Months	Syrup and water circuits; water bath	Flush circuits; clean water bath with soapy water*

***Flushing the Syrup Circuits**

The syrup circuits funnel different soda flavors to the soda machine dispensers where the syrups mix with carbonated water. These circuits need maintenance on a regular basis to keep them clean and free of bacteria and mold. The circuits must be flushed out every time a new flavor of syrup is hooked up to the soda machine. If the circuits are not flushed, the built up syrup flavors can alter the taste and quality of the final product. Flushing the circuits is a simple, multi-step process.

1. Remove the syrup circuit from the empty or old syrup container.
2. Place the end of the syrup circuit into a container filled with clean, potable water. Ideally, the container should hold a few gallons of water.
3. Press the dispensing lever for that soda syrup circuit on the soda machine. Run at least two gallons of water through the circuit.
4. Prepare a solution of one pound baking soda to five gallons water in the now empty container.
5. Place the circuit into this solution and run all five gallons through the circuit line.
6. Prepare a third solution of five gallons clean water and one and a half ounces of bleach in the now empty container.
7. Place the circuit into this solution and run all five gallons through the circuit line.
8. Flush another few gallons of clean, potable water through the circuit to remove all traces of the bleach and baking soda from the line.
9. Attach the new syrup container to the syrup circuit and test the line to ensure proper mixing of the soda.

Restaurants use different models of soda machines, but this basic set of instructions works to flush out and sanitize most syrup circuits. These instructions are also useful for cleaning and flushing out the water circuits on a soda machine. Restaurant managers need to put this procedure on the regular maintenance schedule for the soda machine to keep customers happy and healthy.

Cleaning the Water Bath

The water bath is where CO₂ is dissolved into clean, potable water for mixing with the soda syrup. It is essential that this part of the machine is kept clean, sanitized, and safe for consumption. The water bath is completely cleaned every six months or when problems with taste or potability are noticed in the final soda product. This entails shutting down the soda dispenser, so it is best done while the restaurant is closed.

1. Disconnect power to the soda machine. Remove top cover and open drain tube.
2. Disconnect the refrigeration power cord from the control box. Allow the ice inside the bath to melt completely. This may take several hours.
3. Unscrew the refrigeration deck from the soda machine exterior. Lift the refrigeration deck out of the machine by the handles.
4. Remove the rear panel to the soda machine. Make sure that the CO₂, water, and soda syrup supply are shut off.
5. Clean the evaporator coil using soap and water, and a soft bristle brush. This is under the water bath.
6. Depressurize the carbonator. This is usually done by lifting the relief valve.
7. Unscrew the motor and pump deck, and lift out by the handles.
8. Clean coils and inside of tank underneath the pump deck with soap and water and then rinse clean.
9. Replace pump deck and motor, refrigeration deck, rear panel, and water bath in reverse order.
10. Refill the tank with clean, clear water until it runs out of the overflow tube. Replace the top cover and turn the power back on.

SUBJECT: Steps for restocking merchandise		Standard Operating Procedure #5
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

Restocking merchandise:

1. Check POS to make sure that if an item is out of stock on the shelf that is it also out of stock in the POS.
 - a. If it is not out of stock in the POS system then fill out “ Stock discrepancy form” **Attachment ???**
2. Request from the Gift Shop Manager for more stock.
 - a. Fill out form “Stock resupply” **Attachment ???**

SUBJECT: Lunch breaks		Standard Operating Procedure #3
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

Museum/Gift Shop operating hours are:10:00am to 5:00pm – during the normal season

The WPRM is granting a half hour lunch break for the gift shop associate if they work from 10:00 -5:00.

If the employee works less than 5 hours then no lunch break will be given.

If the employee wishes to waive the lunch break signatures are required on attachment ??.

LABOR CODE - LAB

DIVISION 2. EMPLOYMENT REGULATION AND SUPERVISION [200 - 2699.5]

(Division 2 enacted by Stats. 1937, Ch. 90.)

PART 2. WORKING HOURS [500 - 856]

(Part 2 enacted by Stats. 1937, Ch. 90.)

CHAPTER 1. General [500 - 558.1]

(Chapter 1 enacted by Stats. 1937, Ch. 90.)

512.

(a) An employer may not employ an employee for a work period of more than five hours per day without providing the employee with a meal period of not less than 30 minutes, except that if the total work period per day of the employee is no more than six hours, the meal period may be waived by mutual consent of both the employer and employee. An employer may not employ an employee for a work period of more than 10 hours per day without providing the employee with a second meal period of not less than 30 minutes, except that if the total hours worked is no more than 12 hours, the second meal period may be waived by mutual consent of the employer and the employee only if the first meal period was not waived.

(b) Notwithstanding subdivision (a), the Industrial Welfare Commission may adopt a working condition order permitting a meal period to commence after six hours of work if the commission determines that the order is consistent with the health and welfare of the affected employees.

(c) Subdivision (a) does not apply to an employee in the wholesale baking industry who is subject to an Industrial Welfare Commission wage order and who is covered by a valid collective bargaining agreement that provides for a 35-hour workweek consisting of five 7-hour days, payment of one and one-half times the regular rate of pay for time worked in excess of seven hours per day, and a rest period of not less than 10 minutes every two hours.

(d) If an employee in the motion picture industry or the broadcasting industry, as those industries are defined in Industrial Welfare Commission Wage Order Numbers 11 and 12, is

covered by a valid collective bargaining agreement that provides for meal periods and includes a monetary remedy if the employee does not receive a meal period required by the agreement, then the terms, conditions, and remedies of the agreement pertaining to meal periods apply in lieu of the applicable provisions pertaining to meal periods of subdivision (a) of this section, Section 226.7, and Industrial Welfare Commission Wage Order Numbers 11 and 12.

(e) Subdivisions (a) and (b) do not apply to an employee specified in subdivision (f) if both of the following conditions are satisfied:

(1) The employee is covered by a valid collective bargaining agreement.

(2) The valid collective bargaining agreement expressly provides for the wages, hours of work, and working conditions of employees, and expressly provides for meal periods for those employees, final and binding arbitration of disputes concerning application of its meal period provisions, premium wage rates for all overtime hours worked, and a regular hourly rate of pay of not less than 30 percent more than the state minimum wage rate.

(f) Subdivision (e) applies to each of the following employees:

(1) An employee employed in a construction occupation.

(2) An employee employed as a commercial driver.

(3) An employee employed in the security services industry as a security officer who is registered pursuant to Chapter 11.5 (commencing with Section 7580) of Division 3 of the Business and Professions Code, and who is employed by a private patrol operator registered pursuant to that chapter.

(4) An employee employed by an electrical corporation, a gas corporation, or a local publicly owned electric utility.

(g) The following definitions apply for the purposes of this section:

(1) "Commercial driver" means an employee who operates a vehicle described in Section 260 or 462 of, or subdivision (b) of Section 15210 of, the Vehicle Code.

(2) "Construction occupation" means all job classifications associated with construction by Article 2 (commencing with Section 7025) of Chapter 9 of Division 3 of the Business and Professions Code, including work involving alteration, demolition, building, excavation, renovation, remodeling, maintenance, improvement, and repair, and any other similar or related occupation or trade.

(3) "Electrical corporation" has the same meaning as provided in Section 218 of the Public Utilities Code.

(4) "Gas corporation" has the same meaning as provided in Section 222 of the Public Utilities Code.

(5) "Local publicly owned electric utility" has the same meaning as provided in Section 224.3 of the Public Utilities Code.

(Amended by Stats. 2010, Ch. 662, Sec. 1. Effective January 1, 2011.)

SUBJECT: Store Inventory		Standard Operating Procedure #4
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

1. Store inventory will be done twice (2) a year. Once at the beginning of the May and the other at the end of the season around the beginning of Oct
 - a. Store inventory will be done during off hours only and completed in one day
 - b. Inventory of the container will also be done at the same time.

July 1, 2016

[STANDARD OPERATING PROCEDURES FOR GIFT SHOP]

SUBJECT: Deposits		Standard Operating Procedure #4
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:

SUBJECT: Closing procedures		Standard Operating Procedure #3
Date: April, 1, 2016 last updated on June 1, 2016	Prepared by:	Approved by:
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2. Clean countertops
3. Sweep floor
4. Straighten merchandise
5. Make sure all sensitive paperwork is placed in the proper folders in the safe.

Appendix A

Title	Position	Name	Phone	Email
President of Museum				
Board of Director	Vice President	Steve Habeck		wphack484@gmail.com
Board of Director	Secretary	Eugene Vicknair		Eugene.vicknair@gmail.com
Board of Director	Treasurer	Gail McClure		Badfrog89@gmail.com
Board of Director	Safety Officer	Tom Carter		tomwcarter@gmail.com
Board of Director	General Superintendent	Kerry Cochran		Kc6knt@covad.net
Board of Director	DSLE, Roadmaster	Greg Elems		gelems@sbcglobal.net
Board of Director	Facilities Manager	Charles Spikes		candespikes@gmail.com
Board of Director		Frank Brehm		ffbrehm@gmail.com
Board of Director		Leisa Wesch		weschklb@gmail.com
	Superintendent of Operations	Rick Gruninger		timelesstimbre@gmail.com
	Chief Mechanical Officer	Bil Jackson		

