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| SUBJECT: Retail Operations | POLICY NO: INT-29 | LAST REVIEWED: February 2021 |
| APPROVED BY: Executive Board | MANAGED BY: Director of Retail Operations | NEXT REVIEW: February 2023 |

SUMMARY

Policy Statement

Retail operations provide services to BCIT students and the greater BCIT community. Retail Operations are profit centres, designed to reduce the burden of BCITSA fees on students, while also enhancing the student experience.

Purpose of This Policy

The purpose of this Policy is to:

- Provide employees with an overview of their daily responsibilities.
- Outline our procedures relating to customers and customer service.

Application of This Policy

This Policy applies to all employees involved in Retail Operations.

Related Documents and Legislation

Legislation

- BC Health Act: Food Premises Regulations
- FOODSAFE

Forms Associated With This Policy

N/A

Amendment History

- Created 2018-08-26
- Amended 2021-02-15

DEFINITIONS

N/A

DUTIES AND RESPONSIBILITIES

Director of Retail Operations

The Director of Retail Operations is ultimately responsible for interpretation and enforcement of this Policy as it relates to employees.

POLICY

1. Quality Control

1.1. Statement of Standards

- a. BCITSA aims to provide the freshest food offerings at a student friendly price. This shall be ensured by having all products on display meet the set standards and that proper rotation is done on all perishable and non-perishable items.

1.2. Customer Complaints

- a. Employees shall handle customer complaints effectively and efficiently.

1.3. Item Returns

- a. All returns must be accompanied with the original sales receipt.
- b. Regular non-perishable merchandise shall be accepted as a return for refund or exchange within two weeks of the purchase date. All original tags must be attached to the item or the item must be accompanied by the original package
- c. Promotional items, sales items, , calculators, and other selected items shall not be accepted as a return for refund.
 - i. Said items may be exchanged, provided it is done within two weeks of the original purchase date.
- d. Certain personal safety items, uniforms, and other similar items are final sale and shall not be accepted as a return.
 - i. When said items are purchased, customers are notified that these items are final sale.

- e. Defective consumable or perishable items shall be accepted for exchange or refund, provided that the product has not already been fully consumed.
- f. Defective non-perishable merchandise shall be accepted within two weeks of the purchase date for exchange or refund. After two-week period, it shall be accepted for exchange.

2. Inventory

2.1. Timing

- a. Inventory shall be conducted at the end of every fiscal year.

2.2. Supervision

- a. The inventory count shall be performed under the supervision of the Director of Retail Operations and Director of Finance.

3. Employee Safety and Security

3.1. Accessing Back Rooms and Safes

- a. Access to the back rooms of the Retail Operations shall be limited to the designated personnel, including retail employees that are currently on duty, store supervisors, and managers.
- b. Doors must be closed and locked before accessing any safe.

3.2. Suspicious or Offensive Persons

- a. If an employee encounters a suspicious or offensive person at any of the retail locations, they shall contact BCIT Safety and Security by pressing a panic button or by phoning the emergency number 604-454-2248. Employee should remain calm and do not directly approach the individual. If an employee feel they are in danger, they shall leave the store and stay outside of the store, while asking for help. If an offensive individual demands money or merchandise, employees shall give it to them. An employee shall not attempt to negotiate any demands. Employee's personal safety is the primary concern in any situation.

3.3. Employees Working Alone in their Premises

- a. If an employee working alone feels threatened by a customer's behaviour and/or activity, they shall immediately call BCIT Safety and Security for immediate assistance.
- b. If an employee witnesses activities outside of their workplace and suspect possible violence, they shall lock their store and call BCIT Safety and Security immediately.

3.4. Suspicion of Theft

- a. If an employee witnesses an individual not pay for an item, and leave the store with it, they shall provide a description of the individual (height, hair color, any distinctive marks, etc.) and contact BCIT Safety and Security.
- b. Employees shall not pursue individuals themselves.

3.5. Fire Alarms

- a. In the event of a fire alarm, all employees are required by law to leave the building immediately.
- b. If there are customers in the store, employees shall finish serving any customer immediately in the middle of a sale and ask all remaining customers to leave the premises.
- c. Employees shall lock the premises once everybody has exited.
- d. Employees shall not re-enter the premises until it has been cleared by a fire marshal to do so.

PROCEDURE

N/A