



# December 2005 NEWSLETTER

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## BRIGHT IDEAS:

### Albuquerque, NM

Can you make a corporate policy for employee "stash" buckets?

One of the storeowners recently indicated it would be much easier for her to enforce policies if it came from cooperate office so she could say it was standard policy.

Many of the storeowners including myself have had problems with the employee abuses regarding things they have set aside for themselves. Common abuses include: saving too many items (all brand-names, of course), saving items for their friends or extended family members, taking things out of the bin without paying for them, our having an other employee check them out instead of the owner or manager, pricing items too low for themselves, or leaving the items in the bin until the tag on the items are discounted. I recently cracked down in the Albuquerque store because we had at least two employees that were saving more stuff than could even fit into several buckets, and also hiding items under the back counters, in the laundry basket, etc. I can only assume that they were doing this so that it could slip out under the radar.

In an earlier newsletter we addressed the problem of accumulation, by having the employees empty their buckets every week or every payday. Since payday for us is on Monday, I was generally too busy to deal with their purchases so things would just carry over from week to week or month to month. I solved this problem by making the deadline the Wednesday after payroll.

This is the "nicer" version of a recent policy change I wrote, since I was pretty upset at the time I found things hidden again in the wrong places. I now keep the buckets up front under the last row of trade-in buckets. Also, they are limited to twenty items at a time in the buckets. Each bucket has a login sheet, and a logout sheet. They can log in their own items, but every item must be logged in as soon as it is put in the bucket. Every item that comes out of the buckets has to be logged out by Zoe or me, even if it is just being put back on the floor. If they find things they plan to purchase

that day we have them set it on the stool behind the cash register in the open, rather than just placed it in their bucket.

Our employees have been warned that theft or manipulating employee privileges will result in immediate firing. Enclosed is the policy along with login and logout sheets.



## TIME TICKLERS:

Inventory is a snapshot in time of your supply. It needs to be done as quickly as possible to insure not a lot of merchandise comes and goes out of the store during the process. Usually the items on the floor can be done in a matter of 2 to 4 hours (with enough help and lack of interruptions). The storage items take a lot longer, unless you are one of the organized storeowners that log your inventory before you put it into storage. For the rest of us, your summer items can be logged as inventory as you put them out on the floor, preferably by February 1st. Make sure that you keep any summer items that come in after your inventory on the main floor is done separate from other storage that hasn't been counted yet.

## OPPORTUNITIES:



Michelle had a scrolling indoor sign that her sign company provided for her that told about sale dates, and other items of interest to customers. We found one at Sam's club for around \$150 dollars that we can program with a remote or the computer. We use it to ask for baby furniture needed, tell the 25 cent sale days, sell water bottles, tell the date and time, etc.

*May we all have a prosperous new year!!*