

Proposal to Create an Employee Training and Operations Manual For Merrell Retail Stores

Summary

Merrell retail stores have not updated the current employee manual since 2009. We need a current and complete Employee Training and Operations Manual. Since 2009, many of the company policies and procedures have changed. Some have even become obsolete since the recent upgrade of all company computers and Point of Sale Systems (POS). We need to redesign and update our manual. An updated manual will increase efficiency for new employees as well as current employees. Having detailed instructions of our new POS system, the manual will give new employees the opportunity to train on their own. Also, the new manual will give details on operation policies and instructions of daily operation procedures. This will give all employees something to refer back to incase any questions or troubleshooting arise during daily operations.

I can complete a rough draft of the Employee Training and Operations Manual by April 11. The total cost for this manual is an estimate of \$25.53. The cost includes a printed manual placed in a binder. The binder allows for access to pages for future editing of the manual as policies change. After you have reviewed my rough draft and approved I will have the completed manual finished on April 21.

Need for an Employee Training and Operations Manual

In 2009 Merrell created a simple policy and employee manual. Since 2009 this manual has not been updated. It contains only a few basic company policies and basic instructions on how to operate the register. The Merrell stores daily operation standards have significantly changed over the years. The manual has become useless for training new employees since all stores recently had new computers installed and switched over to a new POS system. This creates an efficiency problem. Managers do not have a basic and uniform way of training new employees on daily operations without a manual. This takes more time and effort for managers to train. Also, new employees can't simply review or train on their own time without having something to refer back to. Another issue regarding Merrell's current employee manual is that the operation policies have not been updated since 2009. Some of the company's policies have drastically changed since then. One of the most important policies that has changed is Merrell's Return and Exchange Policy. Back in 2009 the policy was very unrestricting for Merrell customers. The return policy was that we would accept returns after any period of time so long as the customer has the original receipt and the product was unworn. Now the current return policy is 90 days. The new employees they have no way of referencing to the updated return policy. They may accept returns that they are not supposed to and therefore causing profit loss for the company.

At Merrell we want our employees to be knowledgeable about all aspects of the company. We want our employees to work efficiently and effectively. An uninformed or uneducated employee causes efficiency to decline. If an employee has nothing to refer back to when a situation or problem arises this makes the company look unorganized. Also, lack of an employee manual or reference guide could potentially reduce employee moral. If

employees are being misinformed or their questions are going unanswered, they tend to get frustrated and unhappy with their work environments. We want our employees take pride in their work to be doing their jobs correctly.

Proposed Solution: Employee Training and Operations Manual

The proposed Employee Training and Operations Manual will give employees an all in one reference manual. This will provide updated policy information regarding daily operations and give detailed instructions on how to do daily operations and procedures. This will give new and current employees a reference for any questions or “how to” guides to independently and efficiently work. The instructions for operating the POS system will be detailed and give easy to follow directions that new employees will be able to train independently and effectively.

I am currently a manger with Merrell and have been with the company for some time now. I therefore have the experience to write the new manual myself. I will contact corporate for any additional information I may need regarding polices or other technical information. The Employee Training and Operations Manual will include the following:

Operations Policies

- Store Hours
- Returns and Exchanges
- Credit Cards and Check Acceptance
- Employee Discount
- Employee Sales
- Store Appearance Standards

Daily Operation Procedures (Detailed instructions for each)

- Opening Procedure
- Closing Procedure
- Deposits
- Running Daily Reports
- Running End of Day

Register Procedures

- Register Functions
- Transaction Procedures
- Accepting Payments
- Activating Gift Cards
- Processing Returns/Exchanges
- Non-merchandise Procedure
- Discounts and Price Changes

Important Contact Information

- Help Desk
- Customer Service

My Qualifications for Writing the Proposed Manual

I have been working for Merrell since 2010. I started out as a Sales Associate with the company. I have since then climbed up the management ladder to Key Holder and then to my current position as a Manager. As an employee who has been employed in multiple different positions with Merrell I have first hand knowledge and experience with the business. I understand daily operations at each level of employee positions. My background with Merrell has given me full understanding of current policies and expectations.

Budget

Below is an estimate for the total budget for the completion of the manual

Items	Supplies	Cost (dollars)
Writing and Editing the Manual	Free	\$0
One Inch Binder	1 @ \$3.99	\$3.99
Binder Cover and Spine Printing High Gloss	Color 1 each @ \$9.99	\$9.99
Double Sided Black Ink Printing	20 pages @ \$0.33	\$6.60
Labeled Tab Inserts	5 tabs @ \$0.99	\$4.95
Total Cost		\$25.53

Please note that printing costs are subject to change.

Conclusion

Merrell employees will be thrilled to have an updated employee and operations manual to refer to. The new manual will solve our training efficiency problems as well as provide knowledge to each employee about operation policies and procedures. I'm excited to create this manual for the company and thank you for your time.