

COURSE CONTENT

DURATION: 1 DAY

CAREER ADVANCEMENT PROGRAM (CAP)

- 1 Definition
- 2 Chart & Benefit
- 3 Salary Scale
- 4 Confirmation/Promotion-Terms & Conditions
- 5 Ideal Number of Staffs
- 6 High Volume Allowances
- 7 Dress Code Guidelines

CORPORATE MANAGEMENT SYSTEM (CMS)

Module 1: Daily Operational Activities

- 1 Store Opening
- 2 Store Closing
- 3 Reporting Daily Sales
- 4 Bank In

Module 2: Cash Management

- 1 Cash Float - Beginning of New Shift
- 2 Cash Float - During Operating Hour
- 3 Cash Float - End of Shift
- 4 Cash Collections & Handling
- 5 Cash Collections - Excess or Shortages (Month End)
- 6 Petty Cash Claim

Module 3: Customer Service & Sales

- 1 Customer Service
- 2 Cash Sales
- 3 Credit Sales
- 4 Credit Application
- 5 Adjustment Credit Limit
- 6 Lelong Sales
- 7 Sales Return
- 8 Void Bill
- 9 Unsuccessful Payment Via Credit/Debit Card

Module 4: Payment & Procedures

- 1 Cheque
- 2 Discounts

Module 5: Inventory Control

- 1 Supply from Main Warehouse & Egg DC - Internal Order
- 2 Supply from Chicken Factory - Internal Order
- 3 Supply from Vegetable DC - Internal Order
- 4 Supply from Local Supplier - External Order
- 5 Stock Control
- 6 Receiving Goods
- 7 Receiving Goods - Wrong Item
- 8 Receiving Goods - Wrong Quantity
- 9 Receiving Goods - Quality Problem
- 10 Receiving Goods - Weight Shortage
- 11 Receiving Goods - Mis-Packing
- 12 Receiving Goods - Expired Good
- 13 Stock Arrangement in Coldroom
- 14 New Product Approval & Code

Module 5: Inventory Control (Cont.....)

- 15 Internal Stock Transfer
- 16 Minimum Quantity Level
- 17 Merchandise Write Off

Module 6: Product Management

- 1 Daily Portioning & Cutting
- 2 Packing
- 3 Refill & Display
- 4 Time Limit for Goods Issuance & Receiving

Module 7: Yearly Quantity Budget /Sales Budget

Module 8: Housekeeping

- 1 Housekeeping
- 2 Hygiene & Sanitation
- 3 Employee Hygiene
- 4 Equipement Maintenance

Module 10: Crew Training