



# Keep a Cleaner Store

**LESSON OBJECTIVE:** Review ways employees can do basic housekeeping around the store.

**ESTIMATED COMPLETION TIME:** 3-5 minutes for the PowerPoint presentation. Use the Additional Discussion points for a longer training session.

**HOW TO USE:** Download the PowerPoint presentation. Use the discussion guide to walk through each slide.

## Slide 1

### Introduction

- Regular attention to housekeeping is important to keeping a clean, well-stocked store. Customers don't want to shop in a place that's dirty and disorganized. There are a few things you can do every day to help us keep our store looking good.

## Slide 2

### What's wrong on these shelves?

- What are three things on these shelves that you could fix? Let the students find three problems with the shelf before moving to the next slide.

## Slide 3

### We can see three problems on these shelves:

- Damaged merchandise
- Product that is not fronted properly
- Shelf space that is not full

Let's talk about how to fix each of these problems.

## Slide 4

### Remove Damaged Merchandise

- When you see damaged packaging, report it to a manager and talk about removing it. Customers see damaged packaging as old. Old packaging sends the message that the store is not current in its product selection.

## Slide 5

### Bring it to the Front

- To keep shelves organized and attractive, all products must be fronted. This means pulling all products to the front of the shelf, hook or bin. This puts the product in front of the customer and gives the impression that the store is well stocked. We should all be doing this on a daily basis, whenever you're walking down an aisle in the store.

## Slide 6

### Fill it Up

- In addition to fronting, fill up all the shelves as much as you can. This also sends the message that the store is fully stocked. Empty shelves send the message that you can't supply customers with the products they need.

## Slide 7

### Dust

- When customers see dust on the shelves and on the merchandise, not only does it leave a negative impression, it also leads customers to believe that dusty merchandise is outdated merchandise. Keep the shelf clean and dusted, like the one in this photo. This is something you can do whenever you have a few minutes of downtime during the day.

## Slide 8:

### What's wrong in this aisle?

- What are two things wrong in this aisle you could fix? Let the students find two problems before moving to the next slide.



Slide 9:

We can see two problems in this aisle:

- Clutter in the aisle
- Disorganized product on the shelf

Let's talk about how to fix each of these problems.

Slide 10:

Organize the Shelf

- Stack products neatly. If you can organize by color, this makes for a more visually appealing aisle.

Slide 11:

Remove Clutter

- The aisles should be safe and clear. Remove items that aren't displays sitting in the aisle, such as empty boxes.

Slide 12:

- These are a few of the basic things you can do as you're walking through the store throughout the day to help keep the store clean and organized. It's important to do them frequently.

**ADDITIONAL DISCUSSION:** Reinforce the idea that keeping a clean store requires help from everyone throughout the week.

- Is there anything else we can do to keep a cleaner store? You can discuss:
  - Take care of orphan items by returning them to their proper department
  - Make sure bin tags match what's on the shelf
  - Keep the store safe by eliminating protruding sharp objects and loose cords
- Discuss your store's routine for keeping your store organized and clean. Is there a daily schedule? Are certain employees responsible for certain tasks?

**ADDITIONAL TRAINING:** To learn more about merchandising and housekeeping, take NHPA's Retail Merchandising course, available for NHPA members at [www.yournhpa.org](http://www.yournhpa.org).