

# Banter Bookshop: Daily Operations

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Running the day to day in a book store requires much more work than one might be led to believe. From opening until closing there are a number of tasks to be delegated and completed in order for our store to run pristinely. Our business provides knowledge, joy, and most importantly, a sense of community to our customer base. Little ones, students, and people from all ages stop by Banter Bookshop in search of the newest reads or the perfect gift for their loved ones. To productively run our store, we must commit to our routines and follow established guidelines.

## Our Business Practices

What do typical opening routines, business hours, and closing routines look like, one might ask? Well for starters, an opening routine consists of unlocking the front doors, booting up our Bookmanager system, and receiving any books that might have been delivered at any point. Other tasks that will be done, but are not limited to mornings, are: tidying up bookshelf displays, watering plants, dusting, restocking, and reorganizing where need be. Business hour activities include providing excellent customer service, familiarizing oneself with the Bookmanager system, working on ideas for new displays, reshelving books, filling in empty shelves, processing online orders, and checking the overall cleanliness of the store. By closing, few tasks are left to be done, mainly: locking doors, cleaning, taking out the garbage, cash handling, and shutting the Bookmanager system down for the night. Below is a list of items one should utilize to ensure their success at Banter Bookshop.

- **Personal notebook** (for notetaking, important information, & brainstorming)
- **Store notebook** (for updates, questions, concerns, or details about customers & orders.)
- **List of recommendations** (to aid customers in finding the books they seek)
- **Name tag** (wear at all times to help familiarize customers with our staff)
- **Bookmanager system** (learn the ins-and-outs in order to make checkout, receiving, & inventory processes easier)
- **Cleaning supplies** (brooms, dustpan, mops, sprays, wipes, & rags are all located in the backroom; keep store neat and tidy)
- **Duster** (dust accumulates on books, plants, and surfaces quite easily)
- **Watering can** (Plants keep the store lively and inviting, they need upkeep too)
- **Freebies** (passing out free bookmarks and stickers to customers will help promote our business and create incentive for future visits)

After gathering supplies and becoming well acquainted with store tools, you will be ready to run a shift at Banter Bookshop. The process includes more than just unlocking doors and working the cash register. By understanding our guidelines and expectations, you can seamlessly follow our daily routines.

## Opening Tasks

**1. Perform a store walk, checking bathrooms and backroom on arrival.** Safety is our number one concern, so surveying all areas of our store before anything else is crucial.



- 2. Pull cash out of the safe, count, and then distribute evenly into till.** Keep track of any discrepancies you might encounter while handling cash. The till should be balanced at \$200.00, bills and change combined.
- 3. Boot up computer systems and ensure that Bookmanager system is running properly.** Bookmanager is the backbone of our store, an operating system that helps us manage clients and inventory. It is arguably the most important aspect of this job, so understanding its functions are crucial.

**Mosaic Books**

**6) Customers** Wed Aug 24 2016 3:59p #16

#6745/34068 Dec24-08

<b>Attn</b> Neill, Trevor <b>Phn1</b> 250-448-1427 <b>Emai</b> trevor@bookmanager.com <b>Fax</b> <b>Addr</b> 1193 Mountain Ave. <b>City</b> Kelowna BC V1Y 7G9 <b>Ctry</b> Canada San U140364 Rep EDI <b>Clas</b> STAFF	<b>Act</b> 54151 9 <b>Get Deposit?</b> No <b>Combine POs?</b> Yes <b>Shp</b> 286 <b>Terms</b> <b>CreditLim</b> 0 <b>A/R Ttl</b> 393 <b>OnHold</b> <b>Disc</b> 30% <b>Card#</b> Visa**0331 <b>Note</b> <b>Billto</b>
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**Sales History**

Sales	Date	Type	Qty	Price	%	Title	CustPO	Inv#
978160710496R	Jul 4-16	Held	1	14.99	30	H G Wells		H63333
9781628600780	Jun 8-16	Held	1	45.95	30	Ketogenic Cookboo		H63333
9781592337019	Jun 7-16	Held	1	29.99	30	Ketodiet Cookbook		H63333
9781472135698	Jun 2-16	Held	1	29.99	30	Real Meal Revolut		H63333
9788866134206	Aug 7-16	Sale	1	12.00	50	Cahier Journal Li		B17456
9781476716718	Mar28-16	Sale	1	21.99	44	Evolution: The Cu		990894
9780671742515	Mar28-16	Sale	1	10.50	43	Long Dark Tea-Tim		990894
9781401238940	Mar18-16	Sale	1	35.00	40	Before Watchmen:		988919

A/R Cpy Del Edt Flt Hst Indx Lbl Msg New Prt Srch View Xtra

The system should look similar to the photo above, with a wheel spinning in the top right corner. If the wheel is not spinning, performing a reboot of the system should be your next course of action.

- 4. Unlock doors at 10 a.m., flipping signage from “Closed” to “Open” and turning on all lights.** Making sure the store looks cleanly and organized, welcome in any customers that may be waiting by our doors.
- 5. Refer to the store notebook in order to catch up on the latest Bookmanager updates, event details, or any extra tasks that need to be completed.** The store notebook contains key information, passwords, and several helpful tips that will help during your shift.

### In-Operation Tasks

**6. Recieve any boxes of books left in the backroom upon delivery, or any left over from the previous day.** Keeping our shelves well-stocked with popular books, activities, and gifts will encourage customers to visit our store more often. Orders will often contain special orders for customers who request to purchase specific books or online orders. Sometimes schools will mass order books for their classes, making it is important to get those books into our system as soon as possible so that we can notify their availability for pick-up.



**7. Greet all customers, offer assistance when necessary, and go above and beyond to help our patrons find what they are looking for.** We would not be able to thrive without our supportive community, so it is imperative we provide excellent customer service through patience and kindness. Making recommendations, when asked, encourages customers to discover news interests, so having a list ready is helpful. These lists can be organized into genres and then kept on our store Google documents for future reference.



**8. Keep shelves presentable and stocked, dusting where need be and filling in potential gaps.**

Organized shelves enrich everyone's experience, putting customers at ease when searching for a book and us while working on inventory.

**9. Check bathrooms occasionally.** Ensure bathroom is clean, soap is not empty, and that paper towels, toilet paper, and sanitary hygiene products are adequately stocked.



### **Closing Tasks**

**10. Fulfill any orders left in the Bookmanager system.** As closing time nears, work towards completing any tasks left over and check out our final customers for the night.

**11. Announce that we are closing to any customers left in our store five minutes before locking doors.** Encourage customers to make their way towards the front registers and make their checkout process swift and helpful.

**12. Clean bathroom, floors, counters, and any spots on furniture or shelves.** Dust, sweep, and mop accordingly. Scrub down the bathroom sink, toilet, and wipe down high-touch surfaces.

**13. Collect store garbages and access our back dumpster.** Front, back, and bathroom garbages should all be clear for the next morning's opening crew.

**14. Perform cash handling.** Using the store key, open the till, and organize funds into the bank bag which will go directly into the safe located in the backroom. Leave the till open and remember to set the pin code for the safe.

**15. Lock up the store.** In a final store walk, shut off all lights- backroom, bathroom, and front lights. Remain vigilant when locking up the store and be sure to keep an eye out for potential safety issues.

### **Banter Guidelines Ensure Success**

Now that you have come to understand our daily practices, you will be able to successfully run a shift at our store. Banter Bookshop provides a clear and concise plan that helps both colleagues and our customers. When in operation, shifts should run with ease, making enough time for all tasks previously listed. With restocking, cleaning, and processing orders done there should be much free time left during the day for reading, familiarizing oneself with new books, or brainstorming new ideas for displays or community events. It is likely that you will have questions about certain processes or ways of conduct. Do not hesitate to ask colleagues for guidance or assistance regarding a task.

For any questions or concerns about store operations, contact either myself or our owner Amy Davis through either text messaging or emails posted on our backroom wall.

For questions or troubleshooting regarding the Bookmanager System, please visit: <https://support.bookmanager.com/> or contact the Bookmanager help line (phone number also located in our store notebook).