Onboarding Packet

Retail Merchandise Processor

Purpose

This document provides leaders with suggested guidelines on how to onboard a Retail Merchandise Processor (RMP).

How to Use this Packet

First Day Orientation

On the first day, RMPs are required to complete new hire paperwork in HRSS, required training, and **Good Start Orientation (GSO) – Retail**. Required training and GSO are found in the LMS. Once they have completed these requirements, use this document to continue your team member's onboarding. Reference the **Online GSO – Process at a Glance** document for more information.

LMS Required Courses

Lists the required online computer-based training (CBT) a RMP needs to take as part of his/her onboarding. All computer-based training (CBT) can be accessed via the LMS.

On the Job (OJT) Training

Print the On the Job Training (OJT) documents and give them to your team member.

Use the suggested activities in this section to guide your new team member's training.

RMP Onboarding Training Packet

☐ **First Day Orientation** – 3 to 4 hrs.

LMS Required Courses

Access the Learning Management System (LMS) to take the following required courses.

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Compliance Training

☐ Workplace Violence Prevention (20:00)

☐ Sexual Harassment Prevention for Employees (30:00)

☐ Workplace Harassment for Employees (30:00)

☐ Active Shooter Response (15:00)

☐ Diversity and Inclusion in the Workplace (30:00)

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Asset Protection Training

☐ Code Adam (14:23)

☐ Found Money and Employee Theft (12:00)

☐ Shoplifting Prevention (11:10)

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Safety Training

☐ Bomb Threats & Suspicious Package Items (10:00)

☐ Gaylord Safety (3:05)

☐ Back & Lifting Safety (7:00)

☐ Fire Safety (15:00)

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Note: Additional training may be required. See your direct supervisor for more information.

RMP Onboarding Training Packet

> **Safety Reminder:** Have the RMP meet with Safety Ambassador to review Personal Protective Equipment (PPE) guidelines. The Safety Ambassador or leader needs to provide PPE to the RMP.

On the Job Training

Print and give the following documents to the team member.

- ☐ [Production Room Terminology handout](#)
- ☐ RMP – PPM and Guidelines (specific to their department)
- ☐ [Processor Guidelines](#) (every department except Cloth)
- ☐ [Retail Grading Factors Reference Guide](#) (only for Cloth department)
- ☐ [RMP Quick Reference Guide](#)   ☐ [Customer Service Guide](#)

☐ **RMP Basics** ~ Duration: Approx. 30 min

At the end of this OJT, learners will be able to:

- Understand the basics of the production room

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Activity 1: Production Room Terminology and RMP Overview

- Review the **Production Room Terminology** handout to learn thrift terminology.
- Review the **Basics of Production Quick Reference** to share department quotas/expectations.
- Review the **RMP Quick Reference Guide** to familiarize yourself with the RMP role.
- Review the **Processor Guidelines** (this does not apply to Cloth RMPs).

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Activity 2: Customer Service Overview *(Use Customer Service Guide for this section)*

- Read the **Customer Guide** to see how you can deliver the highest level of customer service to our customers and donors.
- Observe a team member delivering a store announcement.
- Role-play scenarios that relate to your role with your direct supervisor.
- Watch someone speak to a customer about the Change Campaign.

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RMP Roles

~ Duration: Varies based on department

At the end of this OJT, learners will be able to:

- Process and roll merchandise in their department

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Activity 1: Review PPM Guidelines for Your Department

- Review the appropriate PPM for your department:
  - Picture Process Maps (PPM) and Guidelines – Cloth
  - Retail Grading Factors Reference Guide (Cloth Only)
  - Picture Process Maps (PPM) and Guidelines – Miscel
  - Picture Process Map (PPM) and Guidelines – Linens
  - Picture Process Maps (PPM) and Guidelines – Electrical
  - Picture Process Maps (PPM) and Guidelines – Shoes
  - Picture Process Maps (PPM) and Guidelines – Books and Media
  - Picture Process Maps (PPM) and Guidelines – Furniture
- Process and roll merchandise per each department guidelines.

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Activity 2: Observe Processing for Your Department

- Observe another team member from your department perform the process according to department guidelines. Also, observe how to roll merchandise.

Cloth RMPs only:

- Review the **Retail Grading Reference Guide**. Then observe other team members grading cloth at your store.
- After observation for at least ½ a day, demonstrate how to determine grade a garment. Have manager coach and teach you tips to learn this process easier.

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Exercise 3: Demonstrate Processing and Rolling for Your Department

- Process and roll merchandise per this department guidelines.

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