

# Onboarding Packet

## Retail Sales Associate



# RSA Onboarding Training Packet

## Purpose

This document provides leaders with guidelines on how to onboard a Retail Sales Associate (RSA).

## How to Use this Packet

### First Day Orientation

On the first day, RSAs 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 RSA needs to take as part of his/her onboarding. All computer-based training (CBT) can be accessed through 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.



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



## LMS Required Courses

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

### 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)

### Asset Protection Training

- Code Adam (14:23)
- Found Money and Employee Theft (12:00)
- Counterfeit Bills and Money Checker and Quick Change (11:00)
- Shoplifting Prevention (11:10)

### Safety Training

- Bomb Threats & Suspicious Package Items (10:00)
- Back & Lifting Safety (7:00)
- Fire Safety (15:00)

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



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**Prior to OJT:** Have the RSA meet with Safety Ambassador to review Personal Protective Equipment (PPE) guidelines. The Safety Ambassador or leader needs to provide PPE to the RSA.

## On the Job Training

Print and give the following documents to the team member:

- [Sales Floor Terminology handout](#)
- [Retail Sales Associate Overview Guide](#)
- [POS Quick Reference for RSA](#)
- [RSA Quick Reference Guide](#)
- [Customer Service Guide](#)
- [Picture Process Maps \(PPM\) – Floor Work Tasks](#)



- RSA Role**  
~ Duration: Varies

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

- Perform RSA job duties

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### Activity 1: Sales Floor Terminology and RSA Overview

- Review the **Sales Floor Terminology** to learn common thrift terminology.
- Review the **RSA Quick Reference Guide**.

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### Activity 2: RSA Role and Responsibilities (Use *Retail Sales Associate Overview Guide* for this section)

Ask another team member to explain the following topics:

- Customer service standards – first impressions
- Creating a great customer service experience
- Change Campaign
- Announcements
- Assignment sheet
- Opening and closing tasks
- Cash handling policies and procedures including cash drawer organization
- Floor work overview including the six-week rotation cycle and floor work tasks



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## Activity 3: Customer Service Overview (Use Customer Service Guide for this section)

Another team member demonstrates and explains the following about customer service.

- Read the **Customer Service Guide** to see how you can deliver the highest level of customer service to our customers and donors.
  - Observe an in person greeting and phone greeting.
  - Notice a team member assisting a customer on the sales floor.
  - Watch how they speak to a customer about the Change Campaign.
  - Observe a store announcement.
  - Explain difference between a furniture slip and sold slip.
  - Role-play scenarios that relate to your role.
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## Activity 4: Practice Making an Announcement

Make sure to:

- Use friendly and cheerful tone of voice.
  - Indicate discounts information in announcement.
  - Mention date of next 50% sale day Saturday.
  - Reference the Change Campaign in a separate announcement.
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## Activity 5: Change Campaign

- Role-play how to speak to a customer about the Change Campaign.
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## Activity 6: Floor Work for RSAs

- Read the **Picture Process Maps (PPM) – Floor Work Tasks** to learn about the floor work expectations for each department.
  - Explain go backs, keeping fitting rooms clean, and pulls.
  - Practice colorizing, sizing, and performing pulls on sales floor.
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## Activity 7: Receiving Donations In Store

- Role-play answering common donor questions.
  - Use Daily Donor Log to log donations.
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## Cash Handling and POS Operations

~ Duration: 3 to 4 hours

At the end of this OJT, learners will be:

- Demonstrate proper cash handling skills
- Use the POS to ring a sale

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### Activity 1: Cash Handling Overview

*Practice the following:*

- Count change back correctly
- State when to call for a cash drop or bill check
- Explain the consequence of being over/short or having inconsistent cash handling issues
- Answer what the dollar per customer goal is
- How to organize cash drawer and use the money checker

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### Activity 2: POS Transaction Experience

*Observe another team member doing the following:*

- Greet customer in friendly manner
- Scan items and check for codes
- Apply discount(s), if applicable
- Ask customer for a monetary donation
- Tender transaction
- Thank customer



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