**T & S Management Services, LLC**

***We Are A Training Solutions Company***

**Gasoline & C-Store Merchandising**

Determine how your store can improve merchandising & sales strategies.﻿

Implement simple techniques for keeping dispensers, islands, & landscaping neat & impress customers.﻿

Maximize sales & profits using your hours of operation.﻿

Implement the ‘Five P’s’ of merchandising.﻿

Build image and sales through customer relationships.

Trigger high gross profits in the customer pathway of your store by maximizing your use of end caps, sales counters, fountain & food, and floor display areas.﻿

Identify high-impact impulse items and rid your store of space wasters.﻿

Merchandising Ideas

ATM

Popcorn

Shake of the Day (Coffee & Fountain Drinks)

Lottery Tickets

**Customer Service﻿**

Understand the GUEST approach to customer service.﻿

Three small things that you can do to attract and keep customers at your store.﻿

How to exceed customers' expectations.﻿

Why is a dissatisfied customer so damaging to business?﻿

Demonstrate techniques for handling customer complaints.﻿

Three things to improve your customer service and your store's bottom line.﻿

Why suggestive selling is part of GREAT customer service.﻿

Video “Remember Me”﻿

Financial Management﻿

Understand Industry Benchmarks for Sales (Gross Profit) and Expenses.﻿

Better understand the process of selecting an accountant for your business﻿.

Learn why monthly inventory is vital in the c-store business.

Learn how a Financial Statements should be designed﻿﻿.

Why a Chart of Accounts is important to your record keeping.﻿

**Business Basics**﻿

Quick conversion charts to determine selling price﻿.

Determine retail price required to achieve correct GP%﻿.

How shrink affects a store’s mark-up.﻿

Cash Control, Loss & Theft Prevention - Shrink﻿

Identify shrink and add up to $50,000 to your bottom line by learning to effectively control it.﻿

Create a procedure for check-outs to minimize loss.﻿

Implement a policy in your store for safe drops.﻿

Learn what to look for on a cashier trend report.﻿

Best practices for cigarettes & lottery inventory.﻿

Recognize the signs of employee stealing(S.O.S.).﻿

Detect the warning signs of vendor theft.﻿

Learn how to prevent both employee & vendor theft.﻿

What to do in case of an armed robbery.﻿

**Employee Recruiting, Hiring, and Training﻿**

Why to use proactive recruiting techniques﻿.

Identify new recruiting sources to find good employees﻿.

Prepare for applicant interviews with screening questions and time saving interview templates.﻿

Learn legal and illegal interview questions.

Create an organized approach to orientation and training that will save time and money.﻿

How to reduce employee turnover﻿.

Several personnel forms for proper employee management. These forms include everything from a ﻿Quick Application to a 30-Day Training Checklist to Disciplinary Forms.﻿

**Business Plans﻿**

Create a business plan based on personal profit needs﻿.

Set goals for profit, sales, and gross profit percentages﻿.

Develop a realistic expense budget.﻿

Understand and compute your Weighted Average Margin (WAM) and Pool Margin.﻿

Understand how to use Daily Breakeven Spreadsheet. (provided in Excel)

Understand how to use a Monthly Business Plan Spreadsheet﻿. (provided in Excel)