



**One Best Way**

# One Best way – Channel standardization and process repeatability building the foundation to deliver the PERFECT customer experience.....

## Why the Structure

To deliver a consistent message each week in how we manage our stores, drive consistency across retail so we have only “One Best Way” of leading our store teams.

## Form

For each element of your working day we need you all to have a One Best Way approach to completing the daily tasks. From inspiring briefs to running your shop floor; to using your time efficiently to ensuring your store opening and closing is in compliance with business policies. We want you to give your team clear accountabilities and use the One Best Way to monitor their performance and productivity.

## Communication

We want you to do what you do best - inspire your people to delight your customers to deliver amazing results. Success will mean we stop reinventing the wheel and spending a lot of time locally producing our own ways of working and instead ensure we deliver one message, execute brilliantly and invest the time in sharing best practise across ALL stores.



# One Best Way Working Week Framework

| TIME             | WHEN              | OPERATIONAL TASKS TO BE COMPLETED THROUGHOUT THE DAY |
|------------------|-------------------|--|
| 30 to 60 minutes | Pre store opening | Readiness to Trade                                   |
|                  |                   | Team Briefing  |
|                  |                   | Morning Inspection                                   |
| 8 to 12 Hours    | 10 till close     | Deliver Customer Experience                          |
| 30 Minutes       | Closing the store | Debrief  |
|                  |                   | Review Priorities                                    |
|                  |                   | Close store  |



# One Best Way Document



# ONE BEST WAY

## ONE BEST WAY: Readiness to Trade

Date:

| READINESS TO TRADE TASKS                  | Check | Assigned to: | Details of task   | Follow up required? |
|---|-------|--------------|---|---------------------|
| <b>Financial Management</b>               |       |              |   |                     |
| Check off banking                         |       |              | From previous day's trading, G4S bag ready                      |                     |
| Cheques completed correctly               |       |              | Ensure all cheques filled as per guidelines                     |                     |
| G4S cash handover slip                    |       |              | Print report and store  |                     |
| Float checked                             |       |              | Assign each terminal 1000 QR, check currency change available   |                     |
| <b>Stock Management</b>                   |       |              |   |                     |
| Handset & recharge card stock check       |       |              | Ensure all inventories accurate                                 |                     |
| Stock, Sim & Recharge card allocation     |       |              | Allocate to team and record                                     |                     |
| Book in all deliveries (including online) |       |              | Store to store and warehouse delivery, file all delivery notes  |                     |
| Recharge card stock check                 |       |              | All damaged and faulty stock returned                           |                     |
| Bi weekly return to warehouse             |       |              | As per communications by ops                                    |                     |
| Online order returns                      |       |              | Ensure all expired online orders arranged for return            |                     |
| Monthly stock count                       |       |              | Monthly mandatory stock count completed as per schedule         |                     |
| <b>Shop Floor Walk</b>                    |       |              |   |                     |
| Windows and digital content correct       |       |              | All digital screens playing latest propositions                 |                     |
| Demo phones & fact sheets Present         |       |              | Implemented as per guidelines                                   |                     |
| Live Devices Displaying Content           |       |              | All devices playing content at all times                        |                     |
| Check Planogram                           |       |              | Ensure all devices are displayed as per planogram               |                     |
| Check Pre Paid pricing                    |       |              | Against the communication sent by Ops an broadcast              |                     |
| Check accessories on display              |       |              | Implemented as per planogram                                    |                     |
| Check all furnitures are in order         |       |              | All damaged furniture reported                                  |                     |
| Check shop exterior is in order           |       |              | Ensure outside is clean and accessible                          |                     |
| Check brochures and flyers                |       |              | All latest collateral on display in appropriate location        |                     |
| Ensure CAF's are available                |       |              | Forms readily available on every terminal and upto date         |                     |
| Adequate stationary available             |       |              | Ensure all stationary ordered as required and on every terminal |                     |
| <b>Prepare for Trading</b>                |       |              |   |                     |
| Check and action store emails             |       |              | Action and brief team on any comms                              |                     |
| Store Voicemail                           |       |              | Check and reply back to any customers messages                  |                     |
| Print Store sales reports                 |       |              | Print and display on back office wall                           |                     |
| Check and print TNPS                      |       |              | Brief team and ensure its printed and displaye on back office   |                     |
| Back office wall upto date                |       |              | All data printed and briefed to team                            |                     |
| Staff in right uniform                    |       |              | Ensure all team follow guideline standards                      |                     |
| Red Crad printer                          |       |              | Ensure printer working fine, remove sticker from new cartridge  |                     |
| Vendor management                         |       |              | Follow up any outstanding issues with Vendors                   |                     |
| Siebel, wincash, RMS, Queen working       |       |              | Check all logins working fine, systems running                  |                     |
| <b>Compliance</b>                         |       |              |   |                     |
| All paperwork checked                     |       |              | Correct proofs taken as per guidelines                          |                     |
| CAFs are stored securely                  |       |              | File all forms in back office, as per guidelines                |                     |
| Archiving completed monthly               |       |              | Keep two months archiving                                       |                     |
| Manage Red card portal                    |       |              | Ensure all cards printed as per qualification, zero outstanding |                     |
| <b>Health and safety</b>                  |       |              |   |                     |
| Fire exits open                           |       |              | Fire extinguishers available and in date                        |                     |
| Fire safety marshalls                     |       |              | Ensure a marshall is scheduled to cover every day               |                     |
| Posters on display                        |       |              | Ensure all appropriate H&S posters in date and visible          |                     |
| Escalate any health and safety issues     |       |              | Report and follow up any escalations                            |                     |
| <b>Clean</b>                              |       |              |   |                     |
| Cleaning log                              |       |              | Check cleaning is done as per log                               |                     |
| Escalate any recurrent issues             |       |              | Follow up any remaining challenges                              |                     |
| Bins are empty and in place               |       |              | Walk store, ensure all floor and around bins clean and tidy     |                     |
| Tidy Sales pod                            |       |              | Pods free of clutter and well organised                         |                     |





# ONE BEST WAY: Close and handover

Date:

| Closing the store                        | Assigned to: | Check: | Details of task   | Follow up required? |
|--|--------------|--------|---|---------------------|
| Store closed securely                    |              |        | As per guidelines, keys stored safely                             |                     |
| Tills counted and secured                |              |        | All cash kept in safe once collected, ready for collection by G4S |                     |
| Daily Reconciliations                    |              |        | Signed Off and Irregularities Documented                          |                     |
| Safe Locked                              |              |        | Ensure safe is locked, keys store in secure location              |                     |
| Customer data secured                    |              |        | All customer paperwork stored securely                            |                     |
| All Delivery Checked and Confirmed       |              |        | Any deliveries during trading hours have been accepted            |                     |
| Complete replication                     |              |        | Ensure all replication complete in trucks & kiosks                |                     |
| All devices charging                     |              |        | Check all demo devices are charging over night                    |                     |
| Cupboards and Cash Registers Locked      |              |        | As per guidelines and keys kept secure                            |                     |
| Back Office is Clean, tidy, clutter Free |              |        | Ensure all back office areas have been cleaned                    |                     |
| Ensure Terminals on Standby              |              |        | Allow overnight access for any updates                            |                     |
| Fill bags                                |              |        | Check all bag areas and ensure all bags filled                    |                     |
| Clean shop floor                         |              |        | Walk shop floor, ensure all areas are clean and tidy              |                     |
| Tidy sales pods                          |              |        | Ensure every sales pod is clean                                   |                     |
| Fire Exits Locked                        |              |        | Lock door overnight   |                     |
| Check CCTV                               |              |        | Ensure all cameras fully functional                               |                     |
| Air Conditioning Switched Off            |              |        | Ensure all A/C's switched off over night, as necessary.           |                     |
| Lights Switched Off                      |              |        | Just before leaving the store                                     |                     |

## Notes from store closure for handover in to next day

| Customer | People | Performance | Compliance |
|----------|--------|-------------|------------|
|          |        |             |            |

## ENPS - feedback on your experience of the day



**Thank you**