



SYDNEY TRAMWAY MUSEUM

KIOSK OPERATOR'S MANUAL

MAY-DECEMBER 2009

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1. OPERATORS DUTIES

1.1 BEGINNING OF EACH DAY

Each morning the kiosk operator ~~is to~~should ensure that the kiosk is presented in a clean and tidy manner. The floor ~~is to be swept out each morning~~should be clean and all rubbish bins ~~are to be~~ emptied and cleaned ready for the day's trading

The operator is to turn on the cash register via the **REG** key and count the float out into the till. ~~starting from the LEFT coins are to be placed in the coin tray in the order below~~The recommended makeup of the float is:

- 5 cents (1 Dollar)
- 10 cents (3 Dollars)
- 20 Cents (7 Dollars)
- 50 Cents (6 Dollars)
- 1 Dollar (18 Dollars)
- 2 Dollars (20 Dollars)

~~Notes are to be placed starting from the LEFT is to be placed in the note tray as per the below:~~

- 5 Dollars (25 Dollars)
- 10 Dollars (20 Dollars)

Once the register is on, the keys are to be removed from the lock and placed on a hook located under the microwave. This is to ensure that the register keys are on hand and not in someone's pocket!

The fridge and is to be checked to ensure that there is sufficient stock available on each shelf. This should be as per the Stock guide provided below.

The freezer should be inspected at the beginning of each morning operating day to ensure:

- That the freezer can be opened;
- That there is no build up of ice around the basket tops that could foul the openings;
- That there are no "holes" in the stock showing the bottom of the freezer; and
- That there is no ice covering the labels of the stock.

The pie warmer is to be placed on maximum for approximately 45 minutes to bring the temperature up and then placed on 2-3 depending on the amount of stock within the warmer as per the guide provided.

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1.2 End of Each Day

At the end of each shift, the kiosk operator is to use the Z key and print out the takings report for the day. The operator is to then count the float as per the above into the float bag and the count the amount remaining and ensure that the amount showing on the till report matches the amount remaining in the till.

The Kiosk Sales Summary form (STM6126) must then be completed and placed in the “Kiosk Taking” bag. The register key should then be placed in the “Float” bag and this bag placed in the “Kiosk Takings” bag and handed to the OIC.

The Kiosk operator ~~is to~~ should ensure

- That the bins in the Kiosk are emptied, and the floor is to be swept out;
- The pie warmer is turned off **BOTH** on the warmer itself and at the wall;
- That the fridgefreezer, fridge and the dry goods shelves (Chips, sweets) have been restocked;
 - Should an item not be found on the stock shelves opposite to the counter then;
 - Drink stock is in the rear of 2044;
 - Ice creams are on the top floor in the workshops;
 - Dry goods are only found on the stock shelves, should no stock be found, then please mark on the white board or leave a note in 2044.

The operator ~~is to~~ should ensure that the Air Conditioner is switched off at the wall, the window facing the road is closed and that the light is turned off.

The till draw is to be left **OPEN** and turn back to “off” position, **NEVER** turn the power off to the till at anytime as this will remove any memory stored in the till.

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2 Stock Guides

2.1 Drinks Fridge

2.1.1 Stock Requirements

Below is the **recommended** stock **level** that **must-should** be present in the drinks fridge at any one time, starting from the **TOP SHELF, LEFT (WALL) SIDE**, the fridge is to be stock as per the below:

- Chocolates are to be across the **WHOLE** top shelf
- Second Shelf, **LEFT TO RIGHT**
 - Chokitos
 - 2 (Two) rows of Sunkist (390ml **PET** Bottle) **no longer than 6 bottles each row**
 - 2 (Two) rows of Lemonade (390ml **PET** Bottle) **no longer than 6 bottles each row**
 - 1 (One) row of Bitter Lemon (390ml **GLASS** Bottle) **no longer than 4 bottles**
 - 1 (One) row of Orange and Mango (375ml **CAN**) **no longer than 6 cans**
 - 1 (One) row of Lemon and Lime (375ml **CAN**) **no longer than 6 cans**
 - 1 (One) row of Tomato Juice (390ml **GLASS** Bottle) **no longer than 5 bottles**
 - 2 (Two) rows of Orange Juice (390ml **GLASS** Bottle) **no longer than 6 bottles each row**
 - 2 (Two) rows of Apple Juice (390ml **GLASS** Bottle) **no longer than 6 bottles each row**
- Third Shelf
 - 1 (One) row of Pepsi Max (600 ml **PET** Bottle) **no longer than 6 bottles**
 - 2 (Two) rows of Pepsi (600 ml **PET** Bottle) **no longer than 6 bottles each row**
 - 2 (Two) rows of Mountain Dew (600 ml **PET** Bottle) **no longer than 6 bottles each row**
 - 1 (One) row of Ginger Beer (600 ml **PET** Bottle) **no longer than 6 bottles each row**
 - 1 (One) row of Creaming Soda (600 ml **PET** Bottle) **no longer than 6 bottles each row**
 - 1 (One) row of iceTea Rosehip & Hibiscus (500 ml **PET** Bottle) **no longer than 6 bottles**
 - 1 (One) row of iceTea Black (500 ml **PET** Bottle) **no longer than 6 bottles**
 - 2 (Two) rows of Still Water (600 ml **PET** Bottle) **no longer than 8 bottles each row**
 - In Summer, this must be increased to 3 (Three) rows, stacked the **full depth** of the shelf
- Fourth Shelf
 - 1 (One) row of Solo sub (600 ml **PET** Bottle) **no longer than 6 bottles**
 - 1 (One) row of Solo Lemon and Lime (600 ml **PET** Bottle) **no longer than 6 bottles**
 - 2 (Two) rows of Solo (600 ml **PET** Bottle) **no longer than 6 bottles each row**
 - Cakes
 - Cakes are to be placed on the tray provided in a neat and tidy manner that shows all available cakes
- Fifth Shelf
 - Staff are permitted to place the lunch on the **LEFT HAND** side of this shelf
 - Milk, as well as the **CLEAR PLASTIC** container for the **CAKES** is to be placed on the **RIGHT HAND** of this shelf
- Bottom Shelf
 - The **PINK PLASTIC** container for all the **PIES** is to be placed on the **LEFT HAND** side of the shelf
 - The **BLUE PLASTIC** container for all the **PASTIES** and **SAUSAGE ROLLS** is to be placed on the **RIGHT HAND** side of this shelf

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Dates are to run from oldest to youngest (First in, First out) will the oldest stock at the front of the row. This ensures that stock is fresh and there is no old stock “maturing” at the rear of the fridge. ~~If you see staff members getting a drink for themselves, they are to advise them to replace the stock themselves by placing the replacement bottle at the REAR of the row.~~

Please ensure that if you have milk purchased, then the purchase date is placed on the side of the bottle

2.1.2 Fridge Never Never’s!

NO OTHER ITEMS ARE TO BE PLACED WITH IN THE DRINK FRIDGE WITHOUT THE PERMISSION OF THE KIOSK MANAGER

~~**NO CARDBOARD BOXES ARE TO BE PUT IN THE FRIDGE, SHOULD BE REMOVED AS SOON AS POSSIBLE BY TRANSFERRING ALL CAKES, PIES, PASTIES AND SAUSAGE ROLLS ARE TO BE PUT INTO THEIR RESPECTIVE CONTAINERS**~~ **this is a Foods Safety issue and anyone who is found to NOT follow this instruction will be cautioned and maybe liable for any fines that can occur.**

2.2 Pie Warmer

NO HOT FOOD IS TO BE PLACED ON THE BOTTOM SHELF WHILE THE WARMER IS SET TO MAXIMUM

At the beginning of each day, the operator is suggested to place on:

- **LEFT HAND** side
 - Top Shelf
 - 1 Potato pie
 - 1 Curry pie
 - 1 Cheese and Bacon Pie
 - Second Shelf
 - 2 Plain Meat pie
 - 1 Chicken and Vegetable Pie
 - Third Shelf
 - 2 Light Sausage Rolls
 - 1 Normal Sausage Roll
 - Pasties if required
- **RIGHT HAND** side
 - This side is for STAFF lunches only

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