

**Please read this brief carefully before completing the role**

**JOB:**  **RETAILER NAME – promotional check & fix for xxxx - complete by xxx - £12.50/call**

**RETAILER:** Insert retailer name

**PRODUCTS: Insert name of brand / products to check**

**COMPLETION:**  Insert date to be completed by or dates from / to to complete

**PAY:**  £12.50 (min we’d suggest)

**EXPENSES:** N/A – no purchase required

**LOCATION IN-STORE**: **DISPLAY -** **INSERT FEATURE DISPLAY SPACE AGREED
 FIXTURE – INSERT WHERE IT WILL BE FOUND**

**PROMOTION:** INSERT promotional mechanic e.g 2 for £2, save 25%, Price down from £2 to £1.50

**PRODUCTS:**

INSERT table here with retailer product code / product name / pack size / weight / expected retail price

Make it clear what products you are expecting to be on feature & which on fixture only

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**INSERT IMAGE/S OF YOUR PRODUCTS – it makes it easier for workers to find them in-store**

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**OVERVIEW / BACKGROUND TO THE CALL**

INSERT HERE details around what the purpose of the visit is to give the worker some background. E.g

We’ve invested in a XXXXX promotional activity in RETAILER X on FEATURE SPACE Y

We’re wanting to visit stores to ensure that the promotion is executed instore both on the feature display and shelf. It’s essential that the promotional activity is running and pricing instore is correct.

****You will need to sign into store and work with a colleague to correct any issues.

**INSERT IMAGE/S OF EXPECTED FEATURE DISPLAY**

**INSERT IMAGE/S OF FIXTURE**

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**INSERT IMAGE/S OF ANY PROMO BARKER / POS**

**WHAT DOES A GOOD JOB LOOK LIKE:**

INSERT HERE what success looks like – keep it brief & clear what your expectations are

For example…..

1. XXX products above present on exit on XXXXX with XXX promotional price tickets / shelf barker
2. XXX products present on shelf with correct promotional price tickets / shelf barker
3. Clear photos to show the difference you have made on exit

**STEPS OF THE CALL:**

1. Go into the allocated store & **Sign In** at Customer Services *- Use the ID badge on your app if a store member asks you to provide identification*
2. Walk the store to identify the XXXX FEATURE XXXXX
3. Take photos of XXXXX in the store whether XXXXX is featured or not
4. Check that XXXXXX are present on XXXX FEATURE XXXXX with correct XXXX price tickets / shelf barker
	1. If they are not present you will need to work with a colleague to get these sited on the promotional display

IF either PRODUCT or PROMOTIONAL PRICE TICKETS are missing you will need to work with a colleague to rectify this. You will need the RETAILER codes referenced in the table above for the colleague to check this on the system

1. Take a photo of the wider fixture so we can see what else is present (we need a photo of the fixture whether the product is there or not)
2. If there are products or price tickets missing on Checkout End 1, work with a colleague to find any stock in the warehouse & merchandise it on fixture (all stores have stock available so you MUST investigate if not on shelf) You will need the RETAILER codes referenced in the table above for the colleague to check this on the system.
3. Go to main XXXXX fixture
4. Check XXXXX are present on the main fixture with correct £X price tickets / promotional barker
5. Correct the book stock to 0 if no stock can be found on the shelf or in the warehouse backup, therefore triggering stock to be ordered.
6. Record the name & position of the colleague you worked with and any information you have gathered.
Take screen shots of what the system says if applicable
7. Make sure you let the store know the difference you’ve made and thank them for their help
8. Take a photo of the products on fixture on exit to show the difference you have made!
9. Sign out, complete your report & submit your timesheet

**REPORTING QUESTIONS:**

1. What date did you visit the store?
2. What time did you sign in to store?

FEATURE DISPLAY

1. Take a picture of XXXXX on entry
2. Picture of expected display space If XXX present or not)
3. Was XXXX available on XXX?
	1. Yes, present on entry
	2. No, but fixed and present on exit
	3. No, but stock due in
	4. No, but store aware and will fix
	5. N/A no promotion
	6. N/A no feature space available
	7. N/A Product Unavailable
4. Was there a promotional price ticket for XXXX on XXXX?
	1. Yes, present on Entry
	2. No, but fixed and present on exit
	3. No, but store aware and will fix
	4. N/A not on promo
	5. N/A Product not on promotional feature space
	6. N/A Product Unavailable
5. What was the price on XXXXX?
6. What actions have you taken in store today on XXXXX on XXXX?
7. Was XXXX available on XXX?
8. Was there a promotional price ticket for XXXX on XXXX?
9. What was the price on XXXXX?
10. What actions have you taken in store today on XXXXX on XXXX?
11. Was the XXXXX promotion clearly communicated to the customer on XXXXX?
	1. Yes, present on Entry
	2. No, but fixed and present on exit
	3. No, but store aware and will fix
	4. N/A No promotional communication available to be used
	5. N/A not on promo
	6. N/A Product not on promotional feature space
	7. N/A Product Unavailable
12. Take a picture of XXXXX on exit

MAIN FIXTURE

1. Take a picture of XXXX fixture showing XXXX products on entry
2. Take a wider picture of XXXX products to show surrounding products
3. Was XXXX available on main fixture?
4. Was there a promotional price ticket for XXXX on main fixture?
5. What was the price on main fixture?
6. What actions have you taken in store today on XXXXX on main fixture?
7. Was XXXX available on main fixture?
8. Was there a promotional price ticket for XXXX on main fixture?
9. What was the price on main fixture?
10. What actions have you taken in store today on XXXXX on main fixture?
11. Was the XXXXX promotion clearly communicated to the customer on the fixture?
12. Take a picture of XXX fixture on Exit
13. If any of the products were unavailable who did you speak with in store?
14. What did they say? Can they look in the warehouse? Can they find the stock for you? When is stock due in? Can they order it for you? Please note full details
15. Any other comments or feedback?
16. What time did you sign out?

**PLEASE SELECT WHICH INTERVENTIONS YOU HAVE MADE– PLEASE SELECT UP TO 4 PER PRODUCT THAT ARE RELEVANT TO THE ACTIONS YOU’VE TAKEN IN-STORE**



Once we have verified this, you will be paid on the next payroll according to your preferences.

Thanks for being a part of the revolution! Don't forget to tell your friends/family about redwigwam & BRAND NAME

Many thanks,

**The INSERT BRAND NAME Team**

**PLEASE DELETE THIS SECTION BEFORE SAVING YOUR FILE AS A PDF (remember to reduce the images as max file size is 5MB)**

To get your job loaded & live please log into your account <https://hirer.redwigwam.com/login/>

On your dashboard go to JOBS – ADD A JOB, Select Sector – RETAIL, Select Job Type – MERCHANDISER, Select template job - Retail - Promotion feature & fixture compliance (sign in) - complete XXXX - £12.50/call

You will then need to update the job according to your requirement and also ensure you amend the products / pricing in the reporting section too from XXXXs / ABC.

If you need help then please pop onto live chat or email catherine@redwigwam.com