

Manager Checklist

DAILY

- Prepare the Customer Service Desk according to the opening checklist**
- Complete Daily Paperwork**
 - Retrieve all paperwork from the previous day(s).
 - Verify each shift has proper paperwork
 - Review all contents including signed credit card slips, End of Shift Reconciliation reports, receipts, inventories, DDDR printouts, etc. to ensure that the previous day balances.
 - If DDDR is missing, contact Katherine Bank (kbank@infoplaceusa.com) to verify if DDDR was submitted.
 - If DDDR was submitted with incorrect information (amount, bag number, date, etc) email the correct information to Katherine Bank (kbank@infoplaceusa.com)
 - Each GSRs paperwork is reviewed for accuracy, and totals are compiled onto the Monthly Summary and corresponding logs.
 - Go to the bank to make deposits from the previous day(s) and retrieve bank validated deposit slips for night deposits (Deposits must be taken to the bank no less than three times a week. Daily is preferred). Upon return from the bank, verify that the deposits that were made are accurate based upon the reports that were generated. Check off on the deposit log.
 - All reports are filed accordingly for shipment to Infoplace USA Corporate Office at the end of the month for additional auditing and storage.
 - Investigate any discrepancies and determine if extra training is needed.
 - Review stroller/wheelchair rental agreement forms from previous day to ensure they were properly completed
- Paychex**
 - Monitor hours in Paychex to ensure that all employees are adhering to the weekly work schedule
 - Complete Payroll Correction form when necessary and scan and email (sherry@infoplaceusa.com) to Infoplace USA corporate office daily when needed. (One form per day)
 - Verify that all GSRs are approving their time punches at the end of each shift.
- Gift Cards**
 - Complete reconciliation with mall office during the agreed upon time
 - Prepare Gift Card Daily Report (A-2120) and staple daily totals report to the form
 - Investigate any discrepancies
 - File A-2120 form at desk
 - Ensure that all necessary supplies are at customer service desk
 - Monitor gift card stock to ensure that there are no missing gift cards and that there are enough cards on hand, especially prior to the weekend and holidays. Request additional gift card stock from the office when needed.
- Turn in any paperwork or comment cards to mall management
- Check email regularly throughout the day

WEEKLY

- Complete all daily tasks first
- Complete Weekly Sales and Inventory Report (WSR) no later than 5:00 pm PST
 - Get out a clean copy of the Weekly Sales and Inventory Report: A-2320.
(Locations using Microsoft Excel spreadsheets will already have the WSR tab for each week set up)
 - Enter information for the previous week
 - Location name and number: _____
 - Supervisor: _____
 - Week Ending: Enter the last day of the week for the report that you are submitting
 - Approved Hours: This is the number of hours that have been approved for use each week at your location.
 - Actual Hours: Pull these from Paychex for the corresponding week. Reports> Hours Summary Report (Under Hours Paid section). Select location name under filter and sort. Select the date range for the week (Sunday through Saturday in the 01/01/0101 format) For any deviation in hours an explanation must be submitted.
 - Use the Monthly Summary that you update each day and enter the weekly totals into all of the corresponding fields. (Locations using Microsoft Excel spreadsheets will see this information populated automatically)
 - If you are over your hours, complete a Booth Additional Hours (P-1650) or Mall Requested Hours (P-1651) form depending on the reason for the additional hours usage. This form must be signed by your Supervisor prior to submitting the form to the Corporate Office.
 - Locations completing a Monthly Summary on an Excel spreadsheet should email the file to Web Support (websupport@infoplacusa.com) once the WSR is submitted on the website each week. This will serve as a backup in the event there are computer issues.
- Schedules**
 - Email Mall Marketing Director and your supervisor copies of the schedule as it is prepared.
 - Schedules for the upcoming week should be posted and emailed to the team no later than Wednesday for the following week.
- Question of the Week**
 - Monitor email for the Question of the Week
 - Print the Question of the Week for the entire team to read and initial
 - If a response is requested for the question, please send your answers by the deadline provided. If no deadline is provided, respond by 5pm on Friday.
 - Copy your Supervisor on your response
- Lottery**
 - Weekly Reports from the lottery terminal are to be emailed to Susan Solstad (susan@infoplacusa.com) and your Supervisor when they are ready. Lottery Week ends on _____ and report should be emailed on _____
 - Lottery delivery receipts and return receipts are to be emailed to Susan Solstad (susan@infoplacusa.com) and your Supervisor.

WEEKLY Cont.

Supply Inventory

- Monitor supplies each week and place an order online if needed
 - Keep in mind
 - Printer Ink - Should have a working set in the printer and a backup on hand at all times (once the backup is put into the printer order another)
 - Stroller Forms – Allow 30 – 45 days for delivery of new stroller forms
 - Deposit Slips – Allow 30 days for delivery of new deposit slips.

MONTHLY

- Complete Mall Bank Receipt: A-2550 (MBR) using totals from Monthly Summary pages to compile a recap of the month's sales. (Locations using Microsoft Excel spreadsheets will already have the MBR tab for each week set up)

QUARTERLY

- Request USPS shipping label from your supervisor. When doing so, specify the size and packaging that you are using.
- Send original version of:
 - Validated deposit slips
 - Receipts for Gift Card Program (Infoplac operated program)
 - Stroller and Wheelchair Rental Agreements
 - Any employee files for employees who have resigned or been terminated during the month
- Retain all other paperwork and copies of items sent along to the Corporate Office. Place documents in a file folder and store onsite at your location for 13 months.