

Operating an:



# A Guide To Successful Management

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# Introduction

I have gathered information that will *ideally* shape you to be one of AutoZone's best Part Sales Managers. This manual is a reference guide for new AutoZone Part Sales Managers. This manual is directed towards new AutoZone Part Sales Managers who are excited and ready to prepare themselves to operate the business.

During July 2008, I was newly hired at AutoZone as a Sales Associate to one of the biggest auto parts store franchise there is around. It was about a year after that when I was promoted to Part Sales Manager. The hours, the title, the pay was all great, but there was only one flaw. I was not properly trained in every field that I needed to be trained in. As time went on, I kept learning little by little, but it was by choice or as a must. I received calls or suggestions to take actions and all I could do is try to figure out a solution to the problem. Sometimes I learned because I was curious and watched other Part Sales Manager with experience. One of the main reasons that we do not go through proper training is because we are understaffed, given few hours to divide amongst ourselves, and don't have enough time to sit down and cover everything. We are constantly on the go and really busy providing customer service. Part Sales Managers who open and close an AutoZone part store need a centralized manual that includes directions for completing their duties up at the counter or back in the office.

My *promotion* motivated me to strive towards excellent an Part Sales Manager. My knowledge has effectively turned into this manual which is more informational and better organized. I came up with four chapters that fully contain the values and skills a Part Sales Manager should have, and the values and skills an AutoZone Part Sales Manager practices. Inside you will find four chapters:

- Chapter 1- Workplace Standards
- Chapter 2- Procedures for Entering and Leaving the Store
- Chapter 3- Opening Procedures
- Chapter 4- Closing Procedures

You, the new Part Sales manager will profit from this manual by, *efficiently* and *accurately* running your shift and learning *outstanding* customer care and service.



# Chapter 1: Workplace Standards



This section covers the general tasks that must be completed in order to look presentable and ready for work. It also states the most important procedures that a Part Sales Manager must check for himself and the sales associates working with him. The most important procedures begin with “workplace standards”.





# Chapter 1

## Workplace Standards

The following list provides you with the *duties* that need to be completed prior to showing up to work as soon as your shift begins

### Appearance

- As a Part Sales Manager you are expected to look sharp, clean, and well groomed, and so are your sales associates. Looking presentable is part of your uniform.



Shaving is must to look well groomed

Examples of appropriate hairstyles for men:



Natural Hair Styled



Short Buzz

Examples of appropriate hairstyles for women:



Natural Wave



Natural Short hair

Examples of inappropriate hairstyles:



Designs and Piercings



Highlighted colors

**Auto Part Sales Managers Uniform Checklist:**

- Gray Shirt (tucked in)
- Black pants
- Black shoes
- Black belt
- Only white undershirt
- No hat unless AutoZone approved
- No piercings
- Name badge



Example of Proper Uniform

### AutoZone Pledge

- AutoZoner's always put customers first!  
We know our parts  
and products.  
Our stores look great!  
We've got the best merchandise  
at the right price.

### Phone Greeting/ Phone Service

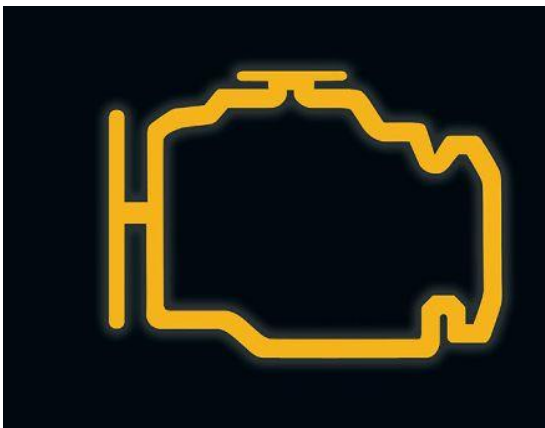
- At AutoZone we believe even the best customer service can be given through the phone by following these five simple steps
  1. Thank you for calling AutoZone, this is \_\_\_\_\_ (state your name),  
How may I help you?
  2. Answer questions to best of your ability, ask for help if needed
  3. List prices in ascending order with warranty options, if available
  4. Offer to put part on hold
  5. Offer promotions, WITTDJR, free services, free testing
  6. Your welcome and thank you for calling AutoZone.



Free alternator testing



Free battery testing



Free check engine light diagnostic



We accept recycled items

### AutoZone Principles

- AutoZone's primary objective is to maximize long-term stockholder value, while *adhering* to the laws of the *jurisdictions* wherein it operates and at all times observing the highest ethical standards



AutoZone values the customer

### Work Schedule

- You may not clock in 5 minutes early or late, otherwise points will be given towards you
- 12 points maximum per year before asked to leave
- Clock in and out for lunch on time
- Follow your work hours as scheduled and no changes will be allowed unless permitted by the Store Manager
- Time off has to be asked a week in advance or before schedule is approved for the week



Clock in and out on time!

The initial duties and your *appearance* are the most important aspects of your job. Initial duties are one of the most important duties of a Part Sales Manager, failing to complete the steps above will most likely end up with a troubled shift.

# Chapter 2: Procedures for Entering and Leaving the Store



This section of the manual is a very important one. It will explain the proper procedures an AutoZone Part Sales Manager must follow in order to securely open and close the store. The manager needs to be familiar with its security codes, questions and surrounding in order to make sure the store is safely secured.





# Chapter 2

## Entering or Leaving the Building

The opening or closing Part Sales Manager is responsible for securely and properly managing the store. It all begins when that manager begins their shift. As a good manager you should be able to complete every task and know your employee duties.

As a Part Sales Manager you will be given a store key and security code *enabled* by AutoZone security. Your security code will defer from everyone else and you and only you will know the security code. As you enter or leave the building you are responsible for the door locks, security code, and safety bar.

### Entering the Building

- As you approach the door you are responsible for opening the door with your assigned store key.
- You may only open or close the store if another employee is with you, for safety precautions.
- When you go enter the store, make sure to lock the door behind you until opening hour arrives.
- Once you lock the door behind you, you have sixty seconds to go to the back office and deactivate the alarm with the given code.
  - If for some reason you forget the code, after sixty seconds AutoZone security will call the store and ask you a few verification questions to give you the code



Alarm Code Pad

- After deactivating the alarm go to the back emergency door and remove the safety bar from the door and place it on the side until closing time.
  - It is a safety and fire hazard to leave the security bar on throughout the day



Security Bar

- When opening hour arrives unlock the door, take your keys, and open the top and bottom latch on the door with the receiving lock.

### Leaving the Building

- You may only close the store when another employee is in sight.
- As you leave the building make sure to put the security bar, back on the door.
- Make sure your closing task list is complete and all computer paper work is complete.
- Run end of day on the computer.
- Walk to the front door close the door with the top and bottom latch
- Next close the other door, put your key in and turn the lock
- Walk to the back office, make sure your employee is ready to leave and standing still to active the alarm
- Activate alarm with your security code
  - If you forget your code call AutoZone security. Phone number is in the back office.
- Once the alarm is activated you have sixty seconds to walk to the front unlock one door, exit the building and lock the door behind you.
- After its locked tuck the doors once or twice to secure the doors are locked.
  - If for some reason you forget to lock the latches open the door back in the *allotted* sixty seconds and close the latches and lock the door back up.



# Chapter 3: Opening Procedures

Our store team  
has the **DRIVE**  
to provide  
WOW! Customer  
Service and  
Trustworthy Advice



This section of the manual is one of the two most important sections. It will explain the duties of every Part Sales Manager that is opening the store for the day. It is important that you as the manager on duty are able to identify everyone's job including yours and be able to complete it also. A Part Sales Manager needs to be familiar with their job in order to be able to supervise their actions and make sure they are caught up as well as everyone else.



# Chapter 3

## Performing your job as a Part Sales Manager

In order to maintain a smooth day at work, the manager in charge must keep the employees focused and with the necessary assistance. As a good manager, you should be able to orderly complete the tasks and know your employee duties.

### Opening Procedures

#### 1. Deposit Slip

- Fill out deposit slip with given amounts printed from previous night
- Keep last copy for records
- Fill out clear drop bag with your initials and signature
- Insert top deposit slip in clear bag, seal, and drop it in the safe

DATE	DOLLARS	CENTS
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

ORDER #Z3WT1250

# OF CHECKS  # OF CASH DROP ENVELOPES

TOTAL CURRENCY \_\_\_\_\_

TOTAL CHECKS \_\_\_\_\_

GRAND TOTAL \_\_\_\_\_

MGR'S SIGNATURE \_\_\_\_\_ BAG # \_\_\_\_\_

COMERICA BANK-TEXAS

AUTOZONE, INC. STORE 5824  
193 E. CORPORATE DR., STE. B  
LEWISVILLE, TX 75067

\$ \_\_\_\_\_

⑈005824⑈ ⑆5520????2⑆ 1880231079⑈ 36

Deposit slip



Deposit Bag

## 2. Petty Cash

- a. Pull petty cash out of safe
- b. On the opening store menu on the computer select “Petty Cash features”
- c. Count petty cash and enter appropriate numbers in the blank spaces
  - i. if petty cash does not balance, call the previous closing manager
- d. Once petty cash is balanced, approve it by entering your password



Petty Cash



Petty Cash Screen

## 3. Open Registers

- a. Approve and print the assigned register assignments and post it up on the schedule
- b. Sign on then sign off once to open the registers
- c. Click “AZ Menu”
- d. Then “H” for register reconciliation followed by “A” register audit

## 4. Balance/Change Registers

- a. Pull out the tills from the safe and get change from petty cash if needed
- b. You and your sales associate take the tills to the front registers and as the Sales Part Manager, you should count the registers to make sure they are even

- c. Once they are balanced, make sure the sales associate approves the registers, then follow with your management password
  - i. This shows that you both insure the registers were even, in case of any future problems



Cash Register Tills

## 5. Overstock Report

- a. On the opening store menu on the computer select “Overstock Report”
- b. Click F8 to print then “A” current pages
- c. Once its printed give to your sales associate to complete the report
- d. The overstock report is printed every day to make sure the empty shelves on the sales floor get filled to better *accommodate* the customers in what they are looking for.

Overstock Pull Report      \*\*\* AutoZone SR24 \*\*\*      04/27/2011  
 Last Date Generated and Pulled    04/26/2011      07:00:39  
 Page 1

Sl#	Item#	Part#	Description	Locations To Stock	SEQ#	Pull Qty
18	554295	82180	PTX ULTRA BLACK SILIC 4 FT SEALANTS AND AD	0020		1
105	061747	84967	OIL FILTER	7 FT OIL FILTERS NC	0600	1
107	007792	SA7440	AIR FILTER	20 AIRFILTERS KN NON	1670	1
108	904253	SA9969	STP AIR FILTER	20 AIRFILTERS KN NON	3650	1
134	115414	AS262	STP PWR STRG STOP LK1 12 PF CHEM WALL REG	1650		1
147	439492	TG7317	TOUGHGUARD OIL FILTER 7 FT OIL FILTERS NC	1960		1
147	500763	TG3600	FRAM TOUGHGUARD	7 FT OIL FILTERS NC	1720	1

Rules That SMS Uses For Pulling Overstock:  
 SMS pulls overstock based on the maximum amount each planogram will hold.  
 SMS will pull from the overstock slots that have the least amount of product to the fullest amount of product.

\*\*\* END OF REPORT \*\*\*

Overstock Report

## 6. Walk the Store

- a. As your sales associate is completing the over stock report makes sure you walk around the store to look for small things missed by the closing group that can have an impact on the customer when they are shopping.
- b. A few things you want to look for are:
  - i. Missed mop places

- ii. Missed swept places
- iii. Items left out of place
- iv. Shelves front faced
- v. Pieces of trash or inventory that was left out



Inside Lewisville AutoZone Store #5824



# Chapter 4: Closing Procedures



As important as it is to maintain a smooth day at work, it is important to have a good close. As a manager, you should be able to complete the closing tasks and know your employee duties. A manager is given many responsibilities to fulfill. Being the closing manager is a bit more complicated and challenging.



# Chapter 4

## Performing your job as a Part Sales Manager

In order to maintain a smooth day at work, the manager in charge must keep the employees focused and with the necessary assistance. As a good manager, you should be able to comply by the policy rules in order to properly close the store. As a closer you are given several different duties than of an opener.

### Closing Procedures

#### 1. Close one register

- a. One hour prior to store closing hour you will need to shut down a register.
- b. First you will need to do a register sweep of the given amount
- c. Get your associate to count it and verify with a password; then drop it in the safe
- d. Next count the register make sure it is even
- e. Get a verifying password, pull the till out and put it in the safe
- f. Go back to the register and permanently sign out the assigned person

#### 2. Clear PCI's

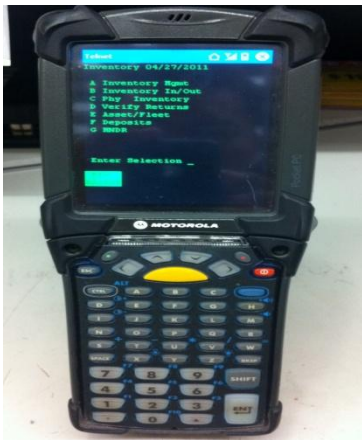
- a. In order to clear the PCI's you will need the handheld device (scanning gun)
- b. Click "A" store menu, enter your management password
- c. Click "D" verify returns, enter your management password
- d. Select "A" all returns
- e. Begin scanning yellow PCI stickers and the item assigned to that sticker
- f. Once all the PCI's have been scanned return those items either to stock, battery pallet, or metal cage to send back to the district office.



Undamaged "Store Stock" PCI



Undamaged "Send to DC" PCI



Scan Gun

### 3. Petty Cash

- a. Pull petty cash out of safe
- b. On the closing store menu on the computer select “Petty Cash features”
- c. Count petty cash and enter appropriate numbers in the blank spaces
  - i. if petty cash does not balance, call the previous shift manager
- d. Once petty cash is balanced, approve it by entering your password

### 4. End of day attendance calendar

- a. Select “D” end of day attendance calendar on the closing menu
- b. Employee names who were either late, absent, missed lunch, took short lunch or traded shifts will pop up.
- c. Make sure to sincerely enter a valid exception for action taken by the employee
- d. Once all exceptions are complete approve by entering your management password

### 5. Close second register

- a. Fifteen minutes prior to store closing hour you will need to sweep the last register
- b. Get your associate to count it and verify with a password; then drop it in the safe
- c. Next count the register make sure it is even
- d. Get a verifying password, pull the till out and put it in the safe
- e. Go back to the register and permanently sign out the assigned person

### 6. Saturday closing

- a. On Saturday closing will be slightly different than the rest of the week
- b. Saturday you will have to perform a register reconciliation in the back office as you are closing down the register
- c. It is important that you remember to do reconciliation, so that you can begin the new week on Sunday, even with all registers and petty cash.

### 7. Walk store

- a. Prior to running the end of the day processing and leaving the store you will need to make sure of a few things done by your sales associate:
  - i. Make sure items are put up
  - ii. Inside and outside trash are done
  - iii. Restrooms are clean
  - iv. Store swept and mopped
  - v. Shelves are front faced
- b. You are encouraged to help out the sale associate with his tasks at any time



Store front faced

### 8. Run end of day

- a. On the store closing menu the last option “E” is run end of day processing
- b. Once you run end of day you will get the option to clock out any working AutoZoner’s
- c. After everyone has been clocked out continue to press “F7” to approve paperwork and you will be ready to follow store leaving procedure



# Glossary

Accommodate- to make feel comfortable

Accurately- to perform something without error

Adhering- to follow rules exactly

Appearance- the way you present yourself or how you look

Duties- something that one is expected or required to do by moral or legal obligation

Efficiently- the action of doing something the best way possible

Enabled- the action of allowing or authorizing

Ideally- in theory or principle

Jurisdiction- area of authority

Outstanding- beyond the necessary; distinct superiority

Promotion- higher position in organization





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