



Planning and Evaluation Tracking

College Year: 2008-2009

Division of: Administrative Services

Person Responsible: LYNN THORNTON

Department of: AC Bookstores

Person Responsible: Dennis Leslie

Purpose Statement: To provide a customer service oriented and profitable bookstore for students, faculty and staff.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.To provide quality customer service by knowledgeable and efficient cashiers.	1. After being trained by an experienced cashier or supervisor, a bookstore cashier will understand POS policies and be able to perform a list of POS procedures in compliance with the POS Manual, as demonstrated by completing a written and hands on, policy and skills test with a score of 80% or greater.	1..2007-2008 All cashiers took Policy and Skills test with a score of greater than 80%. 2006-2007 no data	1.Analysis: Manual was a beneficial training tool resulting in more knowledgeable cashiers. Action Plan: Continue to use manual and tests as a training tool for new cashiers.
2.To increase the profitability of the bookstore	2. By using the Auto-generated Returns Module of our inventory control system and by keeping track of special or unusual return dates in the Microsoft Exchange 2007 calendar, the Textbook Buyer and the Returns Clerk will return textbook overstock within the vendor's allotted returns timeframe, in accordance with their Returns Policy, so	2.	2.

that none of the
overstocked textbooks
become non-returnable or
are rejected by the vendor
as logged on a “Non-
returnable and Rejected by
Vendor” log.

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revised 8/1/05