

South CTA Saber Shack School Store Procedural Manual

Purpose

The purpose of the South CTA Saber Shack School Store is to provide students with hands-on experience in business operations, customer service, inventory management, food handling, teamwork, and financial responsibility. Students working in the Saber Shack are expected to demonstrate professionalism, accountability, and respect while serving the South CTA school community.

Store Staffing

The Saber Shack will operate with approximately **5–6 student workers** per shift. Each student must understand their assigned role and be prepared to support other team members when needed.

Suggested Student Roles

1. Store Manager

The Store Manager oversees the student team, makes sure everyone is in position, monitors customer flow, and reports concerns to the teacher or supervising adult.

2. Cashier

The Cashier is responsible for greeting customers, handling payments, entering sales accurately, and providing receipts when needed.

3. Runner/Order Fulfillment

The Runner gathers items for customers, bags orders, and helps keep the line moving efficiently.

4. Food Prep Assistant

The Food Prep Assistant helps prepare hot meals, follows food safety procedures, monitors food handling expectations, and assists with oven use under supervision.

5. Inventory Assistant

The Inventory Assistant checks stock levels, restocks shelves, organizes products, and reports low inventory to the Store Manager or teacher.

6. Cleaning/Sanitation Assistant

The Cleaning/Sanitation Assistant helps keep counters, equipment, storage areas, and the customer area clean before, during, and after store operations.

Students may rotate roles so everyone gains experience in different areas of the business.

Student Expectations

All students working in the Saber Shack are expected to:

- Arrive on time and ready to work.
- Wear appropriate school attire and follow all school dress code expectations.
- Follow all teacher and adult supervisor instructions.
- Use respectful and professional language.
- Treat customers, classmates, and staff with kindness.
- Stay focused on assigned duties.
- Avoid eating store inventory unless given permission.
- Keep cell phones away unless being used for an approved store-related task.
- Report problems immediately to the teacher or supervising adult.

Opening Procedures

Before the store opens, student workers must complete the following steps:

1. Wash hands before touching any food, supplies, or store equipment.
2. Check that the store area is clean and organized.
3. Turn on any required equipment with teacher or adult approval.
4. Make sure the cash area or payment system is ready.
5. Restock shelves, drinks, snacks, and supplies.
6. Check hot meal items and confirm what is being sold for the day.
7. Review student role assignments.
8. Make sure bags, napkins, utensils, gloves, and cleaning supplies are available.
9. Confirm prices are posted or available for reference.
10. Wait for teacher or supervising adult approval before opening.

Customer Service Procedures

Students should provide friendly and efficient service to every customer.

Customer Service Steps

1. Greet the customer politely.
2. Ask what they would like to purchase.
3. Repeat the order back if needed.
4. Collect payment or direct the customer to the cashier.
5. Prepare or gather the order.

6. Thank the customer before they leave.

Customer Service Expectations

Students should use phrases such as:

- “Hi, how can I help you?”
- “Your total is ____.”
- “Thank you. Have a great day.”
- “We are currently out of that item, but we do have ____.”

Students should not argue with customers. If there is a problem, students should ask the Store Manager or teacher for help.

Cashier Procedures

The Cashier must handle all transactions carefully and honestly.

Cashier Responsibilities

1. Enter or calculate the correct total.
2. Accept payment.
3. Provide correct change, if cash is used.
4. Keep the cash/payment area organized.
5. Never leave money unattended.
6. Report errors immediately to the teacher.
7. Do not allow unauthorized students to handle money.

If the cashier makes a mistake, they should not try to hide it. Mistakes must be reported immediately so they can be corrected.

Food Safety Procedures

All students must follow food safety procedures when working with hot meals, snacks, drinks, or any food items.

Handwashing

Students must wash hands:

- Before beginning work.
- Before handling food.
- After touching money.
- After touching their face, hair, phone, or personal items.
- After cleaning.
- After using the restroom.
- Any time hands may be contaminated.

Gloves

Gloves should be worn when handling ready-to-eat food. Gloves must be changed if they become dirty, torn, or after touching non-food items.

Food Handling

Students should:

- Keep food covered when possible.
- Avoid touching food with bare hands.
- Use tongs, gloves, utensils, or approved serving tools.
- Keep hot food hot and cold food cold.
- Throw away food that appears unsafe, expired, or contaminated.
- Ask the teacher before serving anything questionable.

Hot Meal Oven Procedure

The oven may be used for hot meals only with teacher or adult supervisor approval.

Oven Setting

For hot meals, the warmer should be set to:

7.5 setting / approximately 135°

Students must confirm the oven setting with the teacher or supervising adult before placing food inside.

Oven Safety Rules

1. Only approved students may use the oven.
2. Students must wash hands before handling food.
3. Use gloves or utensils when handling food.
4. Use oven mitts or heat-safe gloves when removing hot items.
5. Do not touch the inside of the oven.
6. Do not leave the oven area unattended while food is heating.
7. Keep paper, plastic, and other flammable items away from the oven.
8. Report spills, smoke, burning smells, or equipment problems immediately.
9. Turn off or adjust the oven only when directed by the teacher or supervising adult.
10. Allow hot food to cool slightly before serving.

Hot Meal Serving Procedure

1. Confirm the item is approved to be sold.
2. Heat food according to the teacher's instructions.
3. Check that food is hot enough and safe to serve.

4. Use gloves, tongs, or serving tools.
5. Place food in the correct container or wrapper.
6. Give the item to the Runner or customer.
7. Keep the food prep area clean.

Inventory Procedures

Inventory must be checked regularly to make sure the store has enough products available.

Inventory Assistant Duties

1. Check product levels before opening.
2. Restock items neatly.
3. Place older items in front and newer items behind them.
4. Report low inventory to the teacher.
5. Check expiration dates when applicable.
6. Keep storage areas clean and organized.
7. Do not open new cases or boxes without permission.

Restocking Expectations

Students should restock items in a neat and professional way. Products should be easy for customers and workers to see and access.

Cleaning and Sanitation Procedures

The Saber Shack must stay clean at all times.

During Store Hours

Students should:

- Wipe counters as needed.
- Pick up trash.
- Keep food prep areas clean.
- Clean spills immediately.
- Keep personal items away from food and sales areas.
- Keep inventory organized.

Closing Cleaning Tasks

Before leaving, students must:

1. Wipe down counters and work surfaces.
2. Clean food prep areas.
3. Put away supplies.

4. Restock items for the next shift.
5. Throw away trash.
6. Sweep if needed.
7. Make sure food items are stored properly.
8. Turn off equipment with teacher approval.
9. Return cleaning supplies to the correct location.
10. Check with the teacher before leaving.

Closing Procedures

At the end of each shift, students must complete all closing duties.

Closing Checklist

- Customers have been served.
- Money or payment system has been secured.
- Inventory has been checked.
- Food has been stored or discarded properly.
- Oven and equipment have been turned off or adjusted as directed.
- Counters and work areas have been cleaned.
- Trash has been removed or prepared for removal.
- Store area is organized.
- Teacher has approved dismissal.

No student should leave until the teacher or supervising adult confirms that closing duties are complete.

Behavior and Professionalism

Working in the Saber Shack is a privilege and a learning opportunity. Students are expected to behave professionally at all times.

Students Should Not:

- Use inappropriate language.
- Argue with customers or coworkers.
- Take food, drinks, or money.
- Ignore assigned duties.
- Use the oven or equipment without permission.
- Leave the store area without approval.
- Invite friends behind the counter.
- Eat while serving customers.
- Touch money and food without washing hands or changing gloves.

Students who do not follow expectations may be removed from store duties.

Problem-Solving Procedures

If a problem happens, students should stay calm and notify the Store Manager or teacher.

Common Problems

Customer complaint:

Listen respectfully and get the teacher if needed.

Wrong item given:

Apologize, correct the order, and notify the cashier if payment is affected.

Payment mistake:

Stop the transaction and tell the teacher immediately.

Food safety concern:

Do not serve the item. Tell the teacher immediately.

Equipment issue:

Stop using the equipment and notify the teacher.

Student conflict:

Do not argue. Ask the teacher for help.

Emergency Procedures

In case of an emergency, students must follow all school safety procedures.

Fire, Smoke, or Burning Smell

1. Stop using the oven or equipment.
2. Notify the teacher immediately.
3. Do not attempt to fix the problem alone.
4. Follow school emergency procedures.

Injury

1. Notify the teacher immediately.
2. Stop working until cleared by the teacher.
3. Do not handle food if there is a cut, burn, or injury.

Spill

1. Notify the team.
2. Clean the spill immediately if safe to do so.
3. Place a caution sign if needed.
4. Wash hands after cleaning.

Student Rotation Plan

To help all students learn different business skills, students may rotate roles weekly or by shift.

Example rotation:

Role	Student 1	Student 2	Student 3	Student 4	Student 5	Student 6
Week 1	Manager	Cashier	Runner	Food Prep	Inventory	Cleaning
Week 2	Cashier	Runner	Food Prep	Inventory	Cleaning	Manager
Week 3	Runner	Food Prep	Inventory	Cleaning	Manager	Cashier
Week 4	Food Prep	Inventory	Cleaning	Manager	Cashier	Runner

Grading Procedures

Students are graded based on completing their duties listed on the Student Rotation Plan. They will also receive workpla

Daily Checklist

Before Opening

- Hands washed
- Roles assigned
- Store area cleaned
- Inventory stocked
- Prices checked
- Supplies ready
- Oven setting confirmed if hot meals are being served
- Teacher approval received

During Store Hours

- Greet customers
- Take orders
- Handle payments correctly
- Prepare food safely
- Restock as needed
- Keep area clean
- Report problems

After Closing

- Secure money/payment system
- Store food properly
- Turn off equipment as directed
- Clean counters
- Restock items
- Remove trash
- Organize supplies
- Manager approval before leaving

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Acknowledgment

By working in the **South CTA Saber Shack**, students agree to follow all procedures, safety expectations, food handling rules, and professionalism standards. Students understand that working in the store is a responsibility and a privilege.

Student Name: _____

Student Signature: _____

Date: _____

Teacher/Supervisor Signature: _____