

# Work Experience Training Program

## Orientation

Trainee will be introduced to:

- General functions/services of CVS Pharmacy
- Store layout
- Store tour and introduction to employees
- Duties and responsibilities
- Training schedule
- CVS Policies including restrictions on sale of tobacco products
- MY Customer orientation (CVS orientation power point)
- Bag check Policy
- Safety related and/or store specific policies (i.e. employee parking etc...)
- Issue CVS Shirt with Name Tag issue – Work Experience Trainee

Training and Greeting Customers

- Thanking customer
- Telephone inquiries and related customer service
- Assist with merchandising responsibilities
  - Receiving deliveries
  - Lifting totes (20-50 pounds)
  - Stacking empty totes
  - Transfer totes/case stock to sales floor
  - Ensure merchandise is clean, correctly signed, and rotated
  - Create/maintain seasonal or promotional merchandise displays
- Protect company assets by:
  - Reporting merchandise shortages/overages
  - Alerting management of unusual customer actions
- Perform routine maintenance face/dust/vacuum/clean windows and doors
- General housekeeping duties
- Assist with other duties such as:
  - Price changes
  - Planogram changes
  - Vendor returns/recalls
- EAS tagging

**Tasks that should NOT be performed by Trainee**

- Operating cash register
- Operating baler
- Cleaning break rooms, outdoor spaces, sidewalks or parking lot
- Personal errands for employees
- Loading/unloading or operating trash compactor or baler
- Driving or being in any vehicle to deliver merchandise between stores/facilities or to customers
- Climbing in overstocked shelving
- Operating freight elevator/ or adjusting belts to machinery/cleaning/oiling/wiping machinery
- Operating forklift or powered industrial truck ( such as Big Joe )