

EMPLOYEE TRAINING
HANDBOOK

Holton Gas & Food Mart

2237 N. Holton Ave.

Milwaukee, WI 53212

TABLE OF CONTENTS

Section 1: CLEANING DUTIES.....Page 3

Section 2: CASH REGISTER SURVEILLANCE AND MONITORING.....Page 3

Section 3: STORE SURVEILLANCE AND MONITORING.....Page 3 & Page 4

Section 4: TOBACCO PURCHASES.....Page 4 & Page 5

Section 5: PANHANDLERS.....Page 5

Section 6: UNWANTED/HARASSING CUSTOMERS.....Page 6

Section 7: SUSPECTED CRIME.....Page 6 & Page 7

Section 8: FREQUENT FLYERS..... Page 7

Section 9: LOCKDOWN PROCEDURE.....Page 7 & Page 8

Section 1 – CLEANING DUTIES.

Your responsibilities:

- During your shift, you should periodically check the store to clean up and dispose of all discarded and unwanted food items and beverage items.
 - o This can include: food wrappers, beverage containers, left or unattended food items.
- During your shift you should periodically clean up and dispose of all litter throughout store, parking areas, and around gas pumps.
 - o This could include: cigarette butts, discarded garbage items, discarded food items, misc. litter.
- Make sure to keep store, parking areas, and gas pumps tidy of all remaining litter before and after every shift.
- At the end of your shift, you should sweep inside the store, the parking areas, and gas pumps.
- Do not leave any item considered trash, garbage, or discarded items laying around the store, parking areas, or gas pumps. If you see it, use gloves to pick it up and throw it away.

Section 2 – CASH REGISTER SURVEILLANCE AND MONITORING.

Your responsibilities:

- Ensure that at least one employee remains behind the cash register at all times, and is within sight of customers coming into the store to purchase goods.
- Monitor customers coming in and out of the store and be prepared for when the customer approaches the register to check out.
- Never leave the cash register open without an employee present.
- **Do not let customers loiter in the store for longer than 15 minutes.**

Section 3 – STORE SURVEILLANCE AND MONITORING.

Your responsibilities:

- Throughout your shift, you must monitor the activity of customers throughout the store.
- **Do not let customers loiter in the store for longer than 15 minutes**
 - o If customers continue to loiter without purchasing any items, you are instructed to do the following:
 - 1. Ask them politely to leave.
 - 2. If they refuse to leave, remind them that they are being recorded.
 - 3. If they continue to refuse to leave, you are authorized to contact Milwaukee Police Department District 5's non-emergency number at 414-933-4444.
 - 4. If Milwaukee Police Department District 5 is called regarding a situation with the customer, you **MUST** call the owner, Pritpal Grewal, to inform him that police have been notified about a customer refusing to leave.
- **IF THE CUSTOMER THREATENS VIOLENCE OR IT IS AN EMERGENCY – CALL 911 IMMEDIATELY**
- Monitor customer purchases while they are in the store.
 - o Be on the lookout for customers who are stealing, attempting to steal, or have been known to steal from the store.
 - o If you see a customer stealing, attempting to steal, or know them to steal from the store you should do the following:
 - Ask them to politely leave.
 - If they refuse to leave, remind them that they are being recorded.
 - If they continue to refuse to leave, you are authorized to call 911.
 - If you call 911, you **MUST** call the owner, Pritpal Grewal, to inform him that police have been notified about a customer stealing.

Section 4 – TOBACCO PURCHASES.

Your responsibilities:

- It is **illegal** to sell tobacco to anyone under the age of 18.
- IDs should be checked for **ALL** tobacco purchases.
- Check to make sure the customer presenting the ID is the customer pictured on the ID.

- If there is a hole punched through the ID, it is not a valid ID, and the customer should not be sold tobacco.
- If the customer does not comply with the ID check, they should not be sold tobacco.
- If the customer threatens violence for denying denied a tobacco purchase, you must do the following:
 - o 1. Ask the customer to leave.
 - o 2. Call 911.
 - o 3. Call Pritpal Grewal to inform him that police have been notified about the issue.

Section 5 – PANHANDLERS.

Panhandlers are NEVER allowed on the gas station property.

Your responsibilities:

- If you suspect or notice someone panhandling (asking customers or employees for money, food, beverages) you are instructed to politely ask them to leave.
- **Do not let customers loiter in the store for longer than 15 minutes.**
- If they refuse to leave the property, you must do the following:
 - o 1. Make them aware that all activity inside and outside is being monitored by surveillance cameras 24/7.
 - o 2. Inform them that they are on private property and tell them that it is illegal to panhandle on private property.
 - o 3. If they continue to refuse to leave, you are authorized to contact Milwaukee Police Department District 5's non-emergency number at 414-933-4444.
 - o 4. If Milwaukee Police Department District 5 is called regarding a situation with the customer, you MUST call the owner, Pritpal Grewal, to inform him that police have been notified about a customer refusing to leave
- **IF THE PANHANDLER THREATENS VIOLENCE OR IT IS AN EMERGENCY – CALL 911 IMMEDIATELY**

Section 6 – UNWANTED/HARASSING CUSTOMERS.

- Customers who appear to be harassing employees and customers are strictly forbidden from remaining inside the store, in the parking area, and around the gas pumps.
- Harassment can include:
 - Screaming or yelling at customers and employees.
 - Physically touching someone without their consent.
 - Threatening to commit violent crimes against a person or the property.
 - Showing weapons of any kind to customers or employees.
 - This can include knives/blades, baseball bats, guns, heavy objects such as rocks or bricks.
 - Loud music playing from cars or from portable speakers.
- If you suspect a customer harassing another customer or employee, you are authorized to do the following:
 - 1. Make them aware that all activity inside and outside is being monitored by surveillance cameras 24/7.
 - 2. Inform them that they are on private property and you are authorized to ask them to leave the property because harassment is never allowed.
 - 3. If they continue to refuse to leave, you are authorized to contact Milwaukee Police Department District 5's non-emergency number at 414-933-4444.
 - 4. If Milwaukee Police Department District 5 is called regarding a situation with the customer, you **MUST** call the owner, Pritpal Grewal, to inform him that police have been notified about a customer refusing to leave.
- **IF THE PANHANDLER THREATENS VIOLENCE OR IT IS AN EMERGENCY – CALL 911 IMMEDIATELY**

Section 7 – SUSPECTED CRIME.

Suspected crime can mean any of the following:

- Suspicious activity

- Suspicious activity could include the following:
 - Parking a car in the parking lot for an extended period of time (more than 15 minutes without using the gas pumps or purchasing items from the store).
 - Leaving the premises and returning multiple times without using the gas pumps or purchasing items from the store.
- Drug dealing – in person or from customers’ vehicles
- Prostitution
- Gang activity
- Displaying weapons such as knives/blades, guns, baseball bats, etc.

Your responsibilities when you suspect a customer or loiterer of suspected crime:

- 1. DO NOT engage the customer or loiterer.
 - Criminal activity must be handled by the Milwaukee County Police Department
- 2. Call 911 immediately if you suspect a customer or loiterer of performing one of the above-referenced crimes.
- 3. If 911 is called, you MUST inform the owner, Pritpal Grewal, immediately after calling the police.

SECTION 8 – FREQUENT FLYERS

- Customers who are known to the store as panhandlers, loiterers, or are known to steal should be immediately reported to 911 and Pritpal Grewal.
- If the customer’s date of birth and name is known, that information should be reported directly to Pritpal Grewal to see if filing a restraining order is appropriate.

SECTION 9 – LOCKDOWN PROCEDURES

In the event of a shooting occurring at the property, it is your responsibility to ensure the store is properly locked down.

Your Responsibilities in the event of the shooting:

- 1. If criminal suspect is inside the property, for your own safety, evacuate the store as quickly as possible and call 911.
- 2. If criminal suspect is outside the property, lock the main entrance to the store and inform any customers inside that they are to remain inside the store until police officers can arrive on scene.
 - o If any customers try to leave the store, remind them that this is for their own protection and that store policy forbids them for leaving the store during an active shooting incident.
 - o Once the main entrance is securely locked, you must proceed to ensure that all other entry and exit points of the property are securely locked (any back entrances, windows, or other points of entry/exit).
 - o Once all entry and exit points to the store are securely locked, call 911 immediately to inform Milwaukee Police Department that there is an active shooter on or around the property.
- 3. If there are gunshots on or around the property at any time, **it is your responsibility to call 911 immediately after securing the store.**
- 4. After the 911 call has been placed, you must get in contact with the owner, Pritpal Grewal, and inform him of any active shootings that have occurred on or around the property.