

STORE COMMUNICATION RULES

A simple standard for what gets communicated, where it goes, and who needs to know.

If it affects today's customer, cash, safety, staffing, opening, or closing, don't assume somebody else knows.

Say it, write it down, and assign the next step.

1

Use the Right Channel

- Urgent or safety issue: call the manager now. Don't leave it in a group chat.
- Today's store update: put it in the daily log or approved team channel.
- Task or follow-up: assign one person and include a due date.
- Schedule change: tell the manager and update the official schedule.

One message in the right place beats the same message in five places.

2

Include the Full Story

- What happened or what needs to happen?
- Which customer, order, department, or piece of equipment is involved?
- Who owns the next step?
- When does it need to be done?
- What's already been tried?

Write it so the next person doesn't have to track you down to understand it.

3

Call a Manager When...

- There's a safety concern, injury, threat, or suspected theft. A customer is escalating or asking for a decision you can't make.
- Cash, keys, alarms, doors, or closing procedures don't match.
- A delivery, large order, or staffing issue could affect today's operation.

When You're Not Sure

Ask. A 30-second question now is better than a customer problem, missed order, or cleanup later.

4

Complete the Shift Handoff

- Open customer issues and promised callbacks Large orders, deliveries, rentals, and special orders Out-of-stock items or equipment problems
- Staffing gaps, breaks, and schedule changes
- The top one or two priorities for the next shift

- Is somebody clearly responsible?
- Is there a deadline?
- Can the next shift find the information?