

Robina State School Tuckshop Review (Excerpt)

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The Robina State School Tuckshop is operated by the P&C Association as a service to the school community. It currently employs 1 permanent part-time and 2 casual staff, and welcomes a small number of regular volunteers.

The tuckshop is currently averaging a small loss, and it is understood that in the last 10 years has not been profitable. For the number of students at Robina, the level of sales is quite low in comparison to similar schools.

Additionally, there was some rumoured negativity about the tuckshop amongst our school community. This report was undertaken to identify the key strengths, weaknesses, opportunities and threats for our tuckshop and to recommend strategies to address them to improve the profitability and the reputation of the tuckshop at Robina.

REPORT RECOMMENDATIONS

1. Improve HR management
 - a. Position descriptions & better employee records management
 - b. Clear KPI's and accountability – aim to improve sales to meet profit targets over 6-month period
 - c. Fortnightly meetings
 - d. Annual performance reviews
2. Create new tuckshop handbook including new policies:
 - a. Any changes to menu or pricing must be approved by executive majority
 - b. Volunteer recruitment and orientation process
3. Discuss report results with Tuckshop Convenor. Discuss & implement strategies to improve tuckshop reputation and create a “happy & welcoming” environment with set KPI's and accountability.
4. Install commercial dishwasher – improve hygiene, reduce labour time & costs
5. Replace missing benches for added preparation area
6. Install POS for better reporting & stock management
7. Review all pricing and aim for 100% profitability
8. Create new menu considering parent feedback & menu ideas (e.g. birthday lunchbox & daily lunch packs)
9. Create marketing strategy for tuckshop, including:
 - a. Facebook – daily photos of food / next day special, photos of volunteers
 - b. Newsletters – meal deal specials, promotion of welcoming environment
 - c. Point of sale displays to increase impulse buying
 - d. Signage / photos of food on display
 - e. “Name the tuckshop” competition
10. EFTPOS in tuckshop for ease of ordering – busy parents
11. Consider combining tuckshop + uniform shop into one central “retail centre”
12. 2 lines serving, kids line up to the window (not at the crease)
13. Reduce paid staff hours to 8-3pm – increase volunteer numbers to ensure adequate time and support for Convenor
14. Revise volunteer recruitment and orientation & training process and do regular volunteer recruitment drives
15. Implement better point of sale food displays
16. Enforce tuckshop files and relationship to be maintained via tuckshop email/phone
17. Document procedures to reduce risk / staff reliance
18. Consider aiming for 5 apple menu rating (home made sweets & hot food)
19. Review timesheet and takings report process to be clearer
20. Review “free food” policy and procedure to reduce loss