

Notes of a shop team meeting held at 6pm on 14/12/20 in the Royal Oak.

The meeting was attended by Jo, Carolyn, Marilyn and Mike

We agreed that the efforts of the volunteers, Jo, Carolyn and a host of others made the move the new shop a success. The new shop is getting very positive feedback from our customers.

Stock

The initial storage of the stock was somewhat chaotic but as the shop shelves and storage area shelves were populated some order was restored. Larger amounts of stock than normal were purchased to offer Christmas products and fill the additional shop space.

A full stock was taken following the move to the shop was completed giving us an accurate measure of our stock.

Now trading is beginning to settle down the management of stock and ordering is being reviewed. Demand is very high and has been difficult to keep up with suppliers of some products.

In the next week an extra strain will be put on the need for chilled storage as the Christmas fresh meat orders will be delivered to the shop.

An extra fridge was brought from the shop in box to store the large amounts of milk that were delivered in order to keep up with customer demand.

Volunteers are now helping to store new deliveries and doing some of the wholesaler runs.

It has become apparent that in the longer term the kitchen area is not a suitable place to store the shop stock. The amount of stock and shelving restricts access to the kitchen appliances and washup area making it difficult to prepare and serve food when circumstances allow.

Actions

- Mike to raise the use of an alternative area of the RO for shop storage (possibly the left-hand side skittle alley).
- Mike to raise with the MC the need to assess total storage needs for HOTV to include cleaning kit and materials etc.
- Mike, Jo, Carolyn together with David to explore the use of the Paypoint Stock Management app to manage stock levels.

Café Opening

It was agreed that the café would not open before Christmas and the chances of opening will be reviewed in January dependant on covid rules.

The café has now started a takeaway coffee and cakes service.

EPOS

The EPOS system has replaced the old Casio till system. Some fine tuning is required but it will enable additional functions to be used. Paypoint have recommended we make use of the user management function to avoid using the main admin function for all users.

Excel will be used to create reference barcodes for products which do not have barcodes.

In order to manage Paypoint back office function on the lap top an office area with decent Wi-Fi is required.

The space next to the function room has been tried but the Wi-Fi is iffy.

Actions

- Mike to set up user management functions
- JO, Carolyn to supply list of products which require barcodes to Mike.
- Mike to create and print reference barcodes.

- Mike to raise the need for office space and a Wi-Fi extender with MC
- Mike to talk to David to explore the till set up for café products

Volunteers

Volunteers are doing a tremendous job despite the covid rules. As they are picking up more tasks it was felt that crib sheets should be created or updated as reference cards to their duties are.

The cleaning schedule was reviewed and it was agreed that after Christmas the cleaners would come into the shop half an hour after closing time. It was also agreed that cleaners should not be alone in the shop, to ensure that the cleaning is conducted by two people the number of shifts will be reduced.

The cleaners will require access to keys and the training to manage the alarm system.

There have been some misunderstandings between volunteers and customers around whether people will be served after hours if Carolyn or Jo are still in the shop.

Actions

- Marilyn to set up a new cleaning rota in 3rings to start 2nd Jan 2021.
- Mike to raise the need for access to keys and an alarm crib sheet with the MC
- Jo to create a crib sheet for meeter and greeters.
- Carolyn to update the lone working policy

AOB

A shop name needs to be agreed as not have a name is inhibiting the use of promotional material and is stopping the development of branding. Jo and Carolyn agreed to develop and create promotional material for the shop and café on social media.

The lighting around the entrance from the car park needs to be improved as Jo, Carolyn and the volunteers do not feel secure when entering or leaving in the dark.

Jo and Carolyn have organised a late-night Christmas shopping evening for Friday the 18th Dec and open event following the carol service on the 20th Dec. This will include using the outside space for selling drinks (hot, cold alcoholic) and nibbles etc. Corvid rules permitting. Santa may put in an appearance on Sunday.

Now the shop has moved into the RO and will need to meet a proportion of the overall HOTV costs a discussion took place on how to assess the shop profitability. A draft measure has been developed by David enabling the apportionment HOTV costs of the shop/café, enabling a figure to be calculated for the profit and loss breakeven point. This draft measure and breakeven point figure was shown to the team. The team said that they would think about ways of reducing some of the costs.

This discussion also prompted ideas for generating revenue in other areas of the RO. As COVID-19 and Brexit is creating business uncertainty especially in retail/hospitality it was suggested that renting out the flat and doing takeaway meals could be a short income generator (This eases the load on the shop). It was agreed that the down side is that money would have to be spent before these activities could take place but I could be a quick fix

It was suggested that these notes be published on the HOTV website