



Trainee Manual

California State University, Long Beach

Welcome to Orientation Training!

We are excited to have you join us for this important training session designed to prepare you for success in your new role as a bookstore associate. This orientation is tailored to provide you with the foundational knowledge, practical skills, and confidence needed to excel. Throughout the training, you will gain insights into our organization, understand your responsibilities, and learn best practices to ensure a smooth transition into your new role.

Our comprehensive agenda includes engaging modules, interactive activities, and short assessments to reinforce learning. Here is a brief overview of the agenda:

Training Agenda
Ice Breaker
Pre-Training Assessment Quiz
Module 1
Module 2
Module 3
Role-play Activity
Break
Module 4
Closing Activity 1: Matching Game
Closing Activity 2: Group Picture
Post-Training Assessment Quiz
End-of-Training Reaction Survey

Your Role as a Trainee

We encourage you to actively participate, ask questions, and share your perspectives. By being fully engaged, you will maximize the benefits of this training and set yourself up for success. Remember, this is a safe space to learn and grow—mistakes are a natural part of the process. Thank you for your enthusiasm and commitment. Let's make this a productive and enjoyable experience.

Welcome to the BEACH SHOPS

*Please enjoy your time as you go through
the University Bookstore orientation!*

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Ice Breaker!



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Module 1: All About Us

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Training Goals

- Lay groundwork for your success and align with Beach Shops' values and vision
- Develop customer service skills to enhance your value in future roles
- Ensure high customer satisfaction through knowledgeable and helpful service
- Establish a baseline of essential knowledge for all Bookstore employees

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Training Goals

- Consistent training program to reinforce foundational skills across departments
- Training is a guide to the basics; expectations extend beyond covered material
- Equip employees to handle a wide range of customer inquiries confidently
- Know when to refer customers to specialized team members for complex questions

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Beach Shops Mission

- The CSULB Bookstore is a nonprofit, with all profits going back to support campus programs and student services

Beach Shops' **mission** is to enhance and support the educational process of California State University, Long Beach by providing the goods and services to promote a learning community; by training student employees with life and career skills; and by funding scholarships, internships and other programs that promote student success

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CSULB Bookstore Mission and Impact

True or False: The CSULB Bookstore is a nonprofit, and all profits support campus programs and student services



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Logos for Operating Units Within the Bookstore



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Beach Shops Values

- **Excellence:** Commitment to high standards in all aspects of service, striving to exceed expectations
- **Learning:** Fostering a culture of growth and knowledge for both staff and customers
- **Student Success:** Supporting academic and personal achievements for all students
- **Teamwork, Collaboration, and Cooperation:** Building a cohesive environment that encourages working together toward shared goals
- **Honesty, Integrity, and Trust:** Operating with transparency, ethical standards, and mutual respect

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Beach Shops Values

- **Responsibility and Accountability:** Taking ownership of actions and continuously improving
- **Innovation:** Embracing creative solutions to improve service
- **Courage:** Encouraging bold decisions and resilience in the face of challenges
- **Communication:** Prioritizing clear, respectful, and effective interactions
- **Diversity:** Celebrating diverse perspectives and creating an inclusive environment
- **Community Service:** Giving back to the campus community through quality service and support

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Beach Shop Values

- **True or False:** The CSULB Bookstore prioritizes innovation and embraces creative solutions to improve service



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Meet the Bookstore Management Team!



Kristin Bonetati
Associate Director:
Bookstore Retail Services
Email: kristin.bonetati@csulb.edu



Jason Eisenmann
Manager:
Warehouse & Ecommerce
Email: jason.eisenmann@csulb.edu



Cyndi Farrington
Director:
Bookstore Services
Email: cyndi.farrington@csulb.edu



Rico Ovalles
Associate Director:
Academic Resources
Email: rico.ovalles@csulb.edu



Lily Lopez
Manager:
Beach Retail Service & Art
Store
Email: lily.lopez@csulb.edu



Patrick Joyce
Associate Director: Bookstore
Operations
Email: patrick.joyce@csulb.edu



Josie Ramirez
Manager:
Campus Print & Design Center
Email: josie.ramirez@csulb.edu

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Meet the Supervisors!



Chano Rios
Assistant Manager:
Textbooks
Email: chano.rios@csulb.edu



Randall McKean
Supervisor:
Computer Store & Textbooks
Email: randall.mckean@csulb.edu



Sarai Beltran
Supervisor:
ID Card Services & Tech
Special Orders
Email: sarai.beltran@csulb.edu



Jordana Welti
Supervisor:
Beach Retail Services
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Jazmine Ramos
Supervisor:
Art Store & Supplies
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Annie Tracy
Supervisor:
Purchasing
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Michelle Jung
Supervisor:
Campus Print & Design
Center
Email:



Andrea Wieck
Supervisor:
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Email: andrea.wieck@csulb.edu

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Meet the Directors of the Beach Shops!



Miles Nevin
Executive Director:
Associated Students &
Beach Shops
Email: miles.nevin@csulb.edu



Rosa Hernandez
Associate Executive
Director: Administration
Email: rosa.hernandez@csulb.edu



Clint Campbell
Associate Executive Director:
Retail Services
Email: clint.campbell@csulb.edu



Alfredo Macias
Director:
Residential Dining
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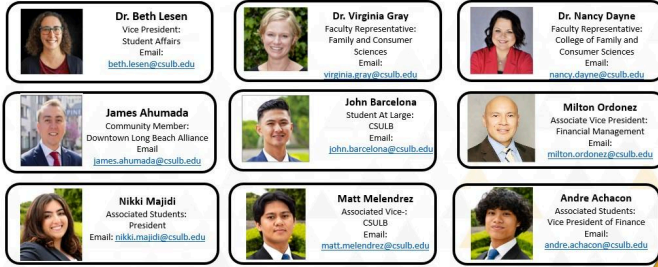


Cyndi Farrington
Director:
Bookstore Services
Email: cyndi.farrington@csulb.edu

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Meet the Board of Directors!



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Module 2: Services of the Bookstore/Beach Shops

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ID Card Services

Sarai Beltran—Supervisor | Rico Ovalles—Associate Director

- CSULB ID Cards and Replacements
 - Students, faculty, and staff
- Housing Students including Meal Plans
- Gift Cards
- Meal Cards for Special Programs
- Beach Bucks
 - Campus cash program for printers/copiers around campus
 - Can also be utilized at Participating Locations on and off campus
 - Tax exempt purchases at Beach Shops dining locations
- Lost and Found for Bookstore



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Tech Store

Randall McKean—Supervisor | Rico Ovalles—Associate Director

- Apple Authorized Campus Store
- Dell / Lenovo Partner
- Accessories
 - Cables, charges, headphones, flash drives, batteries, calculators, and more
- Apple Repairs (excluding iPhones)



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Tech Store

Randall McKean – Supervisor | Rico Ovalles – Associate Director

- Campus Department Orders
- Veteran Orders
- Trade-In Program
- 0% Interest Tech Loan from LBS Financial Credit Union

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Bookstore Retail Services

Lily Lopez - Manager

- Clothing & Gifts
- Graduation
- Art Store
- School Supplies
- Convenience Store
- Customer Service
- Custom Orders
- Website Content – shopthebeach.com & longbeachstate.com



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Clothing & Gifts

Annie Tracy – Purchasing Supervisor

- Clothing
- Campus Branded Gifts
- Graduation
- Greeting Cards
- Seasonal Gifts



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Art Store & School Supplies

Jazmine Ramos – Art Store/Supplies Supervisor

Art Store

- Art Kits for classes
- Snacks & drinks
- Paints & brushes
- Clay



Bookstore Supplies

- School supplies
- Lab coats & goggles
- Testing supplies – scantrons & green books

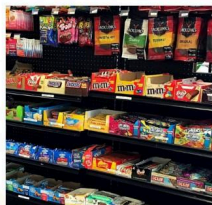
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Convenience Store

Jordana Welti – C-Store/Sales Floor Supervisor

- Fresh sandwiches & salads
- Snacks & drinks
- Candy & gum
- Sushi (no employee discount)
- Ice cream
- Soups & noodles



Beach Shops employees receive 20% discount on most snacks and drinks with their ID Card.

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Customer Service

- Returns & exchanges
- Employee purchases
- Balloon purchases
- University department purchases



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Custom Orders

- Campus groups can special-order custom clothing and merchandise with their logos
- Turn-around time about 3-4 weeks
- Free quotes
- Samples are available
- Pricing and minimums vary based on type of item



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Shopping Online

- Shop Cal State Long Beach Apparel and Gifts online
- Choose free in-store pickup or shipping options

WWW.SHOPTHEBEACH.COM



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Online Presence www.shopthebeach.com

Ordering

- Students can order clothing, textbooks, and gifts

Buyback

- Students can look up the buyback pricing of their textbooks
- This only applies to textbooks outside of the D1TA program

Price Comparison

- Students can do price comparisons for their textbooks at BeachBookCompare.com before placing online orders

Beach Bucks

- Visit BeachID.com to add money to your Beach Bucks to your ID

Information

- Find information about other Beach Shops departments and policies



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University Trademarks and Licensing

- Manages CSULB's trademark licensing to protect and promote University trademarks
- Supports hundreds of licensed vendors and adds new licensees
- Maintains State and Federal mark renewals
- Educates campus on proper trademark use (purchasing, departments, student groups)



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University Trademarks and Licensing

- Cal State Long Beach
- California State University, Long Beach
- Long Beach State



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Outdoor Vendor Program

Patrick Joyce- Associate Director

- Multiple spaces for rent outside of the Bookstore
 - Small business owners
 - Well know corporations
 - Campus departments
 - Campus clubs
- Book for day/week/month/semester
- Rates are based on size of space
- Must complete an application process
- Must book in advance
- Questions or concerns
 - Refer to customer service



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CAMPUS
Printing & Design

Printing Services:

- Digital prints, color and black & white
- Banners and poster printing
- Poster board mounting
- Vinyl decals
- Binding services



Manager: Josie Ramirez
Supervisor: Michelle Jung

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CAMPUS
Printing & Design

Self Service Print Labs Locations

- CBA
- Horn Center
- Vivian Engineering
- Nursing
- University Bookstore
- Library
- Student Success
- Beachside
- Los Cerritos

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CAMPUS
Printing & Design

- Located on the 1st floor of the Bookstore

Shipping Services

- USPS mail
- UPS shipping
- FedEx shipping
- Stamps
- Packaging



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CAMPUS
Printing & Design

Other Services:

- Fax service
- Rubber stamps
- Copyright clearance-Course packets

Note: CPAD does not reproduce copyrighted material without copyright permissions



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CSULB Bookstore Printing

True or False: The CSULB Bookstore printing services are located on the 2nd floor of the bookstore.



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Warehouse

Manager: Jason Eisenmann
Supervisor: Andrea Wieck

The Warehouse is the backend of bookstore, dealing with incoming merchandise, online customer functions, and internal customers more than in-store customer-based functions.

How merchandise gets from the truck to the sales floor:

1. Merchandise is received, and paperwork is created
2. It is verified for accuracy, quality, and pricing.
3. Textbooks are stocked by warehouse staff
4. Other merchandise is stocked by Bookstore Retail Services associates

Lettered Deck

- The lettered deck in the warehouse stages textbooks ready for the sales floor
- This includes customer go-backs, verified textbooks, or misplaced books from the sales floor

Please ask before taking anything from that deck.

The warehouse sees frequent traffic for supplies, bag drop-offs, and daily tasks. Be cautious of moving boxes, racks, and pallets during work hours.

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Amazon @ The Beach

Location: Southwest corner of the building, outside of the Bookstore, right by the Textbook Office doors.

Services provided:

1. Locker pickup for Amazon orders.
2. Drop-off location for Amazon returns.

Information can be found at the location or by going to:

<https://www.csulb.edu/parking-and-transportation-services/amazon-at-the-beach-parking>



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Module 3: Roles and Responsibilities of a Book Store Employee

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We All Dress Alike For a Reason

Following the dress code makes it easy to identify you as a bookstore employee

Dress code highlights:

- Name tags are always worn
- Current Bookstore staff shirt
- Close-toe, slip resistant shoes
 - For safety, keep laces tied
- Black work pants, khaki work pants, black jeans, or blue jeans in good condition without embellishments
- Please see department manager for complete dress code policy



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Bookstore Information

Getting paid:

- Payday is every other Thursday
- Visit Human Resources has direct deposit forms that allow the Beach Shops to deposit your paycheck directly into an account
- This will happen on the morning of paydays
- If you do not sign up for direct deposit a check will be mailed to the address on file with Human Resources



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Bookstore Information – cont.

Accuracy:

- Make sure that you clock in at the beginning of every shift and clock out at the end of your shift
- If there are issues with your time punches (you forget to clock in/out or forget your employee number) let your supervisor know
- You should check your timecard in ADP periodically to make sure that your timecard is accurate before payday

Lunches:

- If you are working more than 5 hours, you must take a 30-minute meal-period
- Please make sure to clock out using the lunch punch button on the time clock

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Bookstore Information – cont.

Coming in on Time:

- Make sure that you are arriving with enough time to clock in at your scheduled time
- This helps build good relations with your co-workers, maintains productivity for customers, and helps reduce stress for supervisors

Injuries on the job:

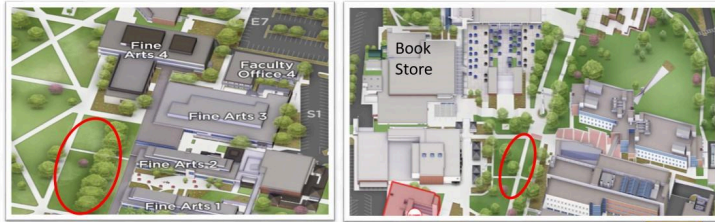
- If someone gets hurt while at the Bookstore, the injury **MUST** get reported to Human Resources, we want to make sure the injury is known to have happened at work if it gets worse
- There are forms at the first aid kits that need to be filled out and signed by someone from the management team and the injured person

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Where to go in case of an evacuation?

All Bookstore occupants should meet at the rally point in front of the bookstore (circled below) to keep the pathway clear for first responders. Stay with your home department.



You can find campus maps at Customer Service, HR, and the ID Card Office on the second floor.

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Sales Associates

- As a sales associate, your warm greeting and friendly smile will likely be the customer's first impression of the Bookstore
- In addition to greeting customers, you and your coworkers will provide excellent service by processing purchases and rentals, answering merchandise questions, and directing customers to the appropriate departments



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Common Questions on the Sales Floor

Q: Do you have a restroom I can use?

A: The closest restrooms for non-employees are in the Nugget, the Psychology Building, or the Hall of Science.

Q: What time do you close?

A: The times vary throughout the year. If you are not sure, there is a calendar that has the Bookstore hours on the front doors of the store as well as the employee door at Human Resources. You can also refer customers to our website www.shopthebeach.com.

Q: What is the difference between "Alternate," "Required," and "Optional"?

A: A required book is essential to pass the course. An alternate title has the same content in a different format, like a loose-leaf version of the same edition. Professors approve alternate titles but can request their removal. Optional books are not necessary to pass but may provide helpful information or support extra credit assignments.

Q: What is the difference between bound and loose-leaf titles?

A: If the titles share a copyright year and edition the loose-leaf books will have the same content just in a different format. The loose-leaf titles are loose pages so try to suggest a three-ring binder from the Supply Department be purchased.

Q: Can I return my books for a refund?

A: Books purchased through the first week of the term are can be returned through the first Saturday of the term. If a book is purchased the second week of classes it is returnable up through the Saturday of that week, but only with proof that the course it is needed for was dropped. After the second week of classes all sales are final. If the customer cannot return the book suggest that they sell the book back to the bookstore at Customer Service.

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Loss Prevention

What is Loss Prevention?

Loss prevention is a set of practices that reduce business losses from fraud, theft, and operational errors. These types of losses are defined as shrink.

How to prevent shrink:

- Customer engagement
- Practicing careful verifying and receiving practices
- Ensuring all pricing is accurate
- Always paying attention when cashiering

Examples of shrink:

- Theft (employee or customer)
- Damage to product
- Incorrect pricing or signage
- Incorrect receiving practices
- Poor cash handling practices

Did You Know?

In 2022 Retail Stores suffered losses of \$112.1 billion dollars from shrink

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Shoplifters

Shoplifting is an unfortunate reality of the retail world. You can play a critical role in deterring theft with a few simple steps:

- **Engagement**- Greet everyone—shoplifters are 35% less likely to steal after interaction
- **At Risk Items**- Monitor expensive items like tech, sweatshirts, and textbooks
- **Keep store tidy**- Organized inventory helps deter theft and makes missing items easier to spot

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Shoplifters – cont.

If you encounter a suspected shoplifter:

- Find a manager/supervisor and update them on the situation
- **DO NOT** confront them! Let a manager/supervisor or Campus Police handle the situation
- **DO NOT** follow them outside of the store! Whatever they are taking is not worth the risk of you getting injured

For emergencies, call 911 or
Campus Police: 562-985-4101

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Shoplifters

True or False: If you encounter a shoplifter, you should confront them and attempt to retrieve the stolen items.



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Customer Service Role-Play Activity

1. **Pair Up:** You will be assigned a 1 or 2. Find a partner with a different number
2. **Roles:** "1" is the customer, "2" is the employee
3. **Setting the Tone:** Employees should be helpful, patient, and understanding. Customers should express their needs clearly
4. **Prepare:** Review the script with your partner and then begin
5. **Discuss:** After completing the scenario, review the questions at the end with your partner and share your thoughts

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Time for a break!

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Module 4: General Information on Textbooks

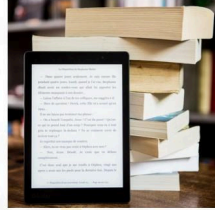
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Textbooks

Randall McKean – Supervisor | Chano Rios – Assistant Manager | Rico Ovalles – Associate Director

- Day 1 Textbook Access
- Book Information Counter
- Textbook Aisles
- Textbook Office



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Day 1 Textbook Access (D1TA)

DAY1
TEXTBOOK
ACCESS

- Program where **all required books** for all classes will be available to students at **one flat price** by the **first day of classes** per semester
 - \$250 for full-time students
 - \$165 for part-time students
- Digital-first program
 - E-Books: Access via MyTextbooks Hub in Canvas.
 - Books only available in print version included at no additional cost (for pick up at the Bookstore)
- Program is not mandatory
 - Students can opt out by the last day to add/drop classes without approval
 - Usually, 2 weeks after FDOC

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Book Information Counter

- Assistance with Book Information
- D1TA Program Print Book Pick-Ups
- Web Order Pick-Ups
- Individual Textbook Purchases/Rentals
- Textbook Buyback
- Assistance with Veteran, Dept. of Rehab (DOR), and Scholarship Accounts



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Textbook Aisles

- Closed off to customers
 - Staff to provide counter service at Book Information Counter
- Textbooks shelved in two sections
 - D1TA print books for pick up
 - Individual textbooks for purchase or rent

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Book Rentals FAQ

1. What is renting a textbook?

- Renting a textbook offers a reduced price compared to purchasing, with the book returned to the bookstore at the end of the term

2. What does a customer need to rent a book?

- The customer needs a valid CSULB Student ID, email, phone number, a credit card valid until the rental due date, and no past due rentals

3. What happens to the rental book?

- The book is scanned, with two green sticker noting it's a rental and another sticker with a unique barcode linking the book to the customer
- The barcode sticker also shows the rental return due date

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Book Rentals FAQ – cont.

What if the customer wants to purchase their rental book?

- Customers can convert a rental to a purchase. (Rental Buyout) at the Customer Service counter before the rental due date. The book isn't needed since staff can look up the student's details. This can reassure customers if the book is lost or damaged.

When and where are rentals returned?

- Rented titles are due at the end of the current term; again, the date will be on the barcode sticker.
- Rentals can be returned at the Information Counter or the One-Stop Book Drop locations at the end of the term.

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Textbook Office

- Staff work with faculty and coordinators
- Process textbook orders, procure materials, and assist with textbook operations
- Resolve Textbook Discrepancies
 - E.g. book information not submitted to Bookstore, different book on syllabus, etc.
- Trade books including supporting Author Events
- **IMPORTANT: Refer faculty with textbook questions to the Textbook Office**

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In-Store Pickup

- The warehouse processes web orders, storing in-store pickups on blue shelves (pictured on the right)
- Customers pick up their orders at the Information Counter after receiving a **"processed" email** (not the confirmation email)
- Processing usually takes a day but may delay if items are out of stock or pulled from another location
- Customers will receive an email when their order is processed or canceled; however, emails may end up in spam/junk folders
- Customers go to the Information Counter to pick up their order



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In-Store Pickup Web Order Number (aka "Confirmation Number") Location

- Orders on blue shelves are already paid for when processed
- Customers pick up orders at the Information Counter, where their ID is matched to the order, and they sign the packing list, which is later filed
- If a customer cancels a processed order, a refund (not a cancellation) is issued at Customer Service, as long as it's within the return timeframe



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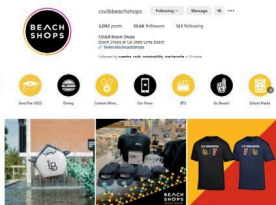
Matching Activity

- Form teams of ____? (Depending on how big the group is)
- Match the store/department with their designated service

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Follow Us Online!



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Resources on Campus

1. Academic Support

University Library: Study areas, research databases, and group workspaces

Learning Assistance Center (LAC): Free tutoring in subjects like math and writing

Student Success Center: Workshops and study skills resources

2. Health & Wellness

Student Health Services: Primary care, vaccinations, and wellness check-ups

Counseling and Psychological Services (CAPS): Individual counseling and mental health support

Student Recreation & Wellness Center (SRWC): Gym facilities, fitness classes, and intramural sports

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Resources on Campus – cont.

3. Career Development

Career Development Center (CDC): Career counseling, resume critiques, and job fairs

BeachSync: Access to internships, job listings, and campus events

4. Technology Support

Beach Tech Support: Help with campus software and tech issues

Technology Loan Program: Free laptops, tablets, and Wi-Fi hotspots for students

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HR Resource

Human Resources Department:

- Phone: (562) 985-7953
- Fax: (562) 985-7799
- Email: BeachShopsHR@csulb.edu

Office Hours:

- Monday - Friday 9:00 a.m. - 4:00 p.m.

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Accommodations

- The Beach Shops will provide reasonable accommodations for qualified applicants or employees with disabilities or religious practices in compliance with equal employment opportunity laws
- Applicants or employees needing an accommodation to perform the essential job functions should contact Human Resources
 - Phone: (562) 985-7953
 - Fax: (562) 985-7799
- The Beach Shops will engage in an interactive process to explore possible accommodations

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Job Aides

- Where to find them and what is included in them

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Customer Service A-Z

- | | |
|---|--|
| A - Arrive on time | N - Never say, "That's not my job" |
| B - Believe in the job you are doing | O - Own problems- don't pass the buck |
| C - Choose an attitude of service | P - Prioritize what is important- people come first |
| D - Dress appropriately | Q - Question policies that hinder your ability to give good service |
| E - Empathize with customers | R - Respond quickly to customers' requests |
| F - Find answers if you do not have them | S - Speak clearly and professionally |
| G - Give every customer outstanding service | T - Treat people fairly |
| H - Help coworkers when needed | U - Use body language that says, "I am here and ready to help" |
| I - Initiate contact with customers | V - Verify that your customers are satisfied |
| J - Justify your reasoning and offer alternatives when you must say "no" | W - Walk customers through any complicated processes or procedures |
| K - Know as much as possible about your job | X - X-out complaining, personal conversations, or other behaviors that reduce your ability to remain positive and engaged |
| L - Leave your personal problems at the door | Y - Yell and yell back at no one while at work |
| M - Mind your manners- say please and thank you | Z - Zero in on how you can listen more and talk less |

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Glossary:

Back Stock - merchandise that does not fit onto the sales floor. Different departments have their own back stock areas.

Beach Bucks - the funds on your ID card that you can use at various locations around campus.

Blue Book - a small book of lined paper that is used in classes to write essays. Green books are the same as blue books.

Book Buyback - the ability to sell your books back at the end of the semester.

Clearance Merchandise - clearance is the final sale of an item or items to zero inventory. It may be any given model of product that is not selling well.

Coupon - a promotional tool in the form of a document that can be redeemed for a discount when purchasing goods or services. Coupons feature specific savings amount or other special offers to persuade consumers to purchase specific goods or services.

Digital Book - a book-length publication in digital form, consisting of text, images, or both, and produced on, published through, and readable on computers or other electronic devices. Also known as an e-book.

Dirtbags - the baseball team for California State University, Long Beach.

Fair Labor - an organized movement developed to promote standards of environmentalism and fair wages, alleviate global poverty and ensure that companies negotiate with the growers, manufacturers and producers of products for a fair price. This social- responsibility movement focuses on exports from developing countries.

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Glossary:

Gift Cards - prepaid card that the customer can use to make transactions.

Go-backs - merchandise that has been returned or not purchased by the customer.

Green Book - a small book of lined paper that is used in classes to write essays. Green books are the same as blue books.

i-Clicker - an item used in the classroom to answer questions or to take attendance.

ICS (Inventory Control System) - the system the bookstore uses to keep track of merchandise inventory.

In-store Pick-up - the process of ordering merchandise on our website but picking it up in our store instead of having it shipped out.

Inventory - the merchandise a retail store has on-hand.

ISBN (International Standard Book Number) - a unique number given to each book published. This is a consistent number across all booksellers.

Looseleaf Title - a book that is not bound within a cover. These titles have a three-hole punch that allows them to fit in three-ring binders.

Loss Prevention - the act of reducing the amount of theft and shrinkage within a business.

NCL (No Course Link) - books that are not linked to a course.

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Glossary:

Optional Title - titles that the professor has requested for their course. These titles are not necessary for the student to purchase. Sometimes if there are multiple optional books the professor gives the students an option to purchase.

Outdoor Vendor - vendors that are in front of the University Bookstore. These vendors typically offer products not sold by the Bookstore. Information on how to become an outdoor vendor can be found at the reception desk.

Overflow - the excess copies of course materials that do not fit on the shelf space with the tag for that title/course.

Pallet - stacks of books located at the ends of aisles or in other locations.

POS (Point of Sale) - the area of a store where customers can pay for their purchases. The term is normally used to describe systems that record financial transactions. This could be an electric cash register or an integrated computer system which records the data that comprises a business transaction for the sale of goods or services.

PrismCore - the bookstore's computer system. ICS and POS are components of WinPrism.

QuickStudy Outlines (barcharts) - laminated sheets that have general information on a topic. These are often related to courses.

Required Title - a title that the professor requires for their course.

Requisition - the request that professors submit to the Course Materials Office that tells which titles they want purchased for their class and whether the title is required or optional.

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Glossary:

Return Policy - How long customers have for merchandise to be returned for a full refund.

Sales Floor - the location of a retail store where goods are displayed, and sales transactions take place.

Scantron - Machine readable papers on which students mark answers to multiple choice test questions. Some have an area to write answers as well.

Shelf Tag - the tag that tells what title is supposed to be stocked on the shelf. Gives the following information: course, course number, author, title, edition, copyright date, retail prices, rental prices if available, new SKU, and used SKU.

SKU (The Stock Keeping Unit) - a number assigned to a product by a retail store to identify the price, product options and manufacturer.

Sustainability - the characteristic of certain products that provide environmental, social and economic benefit. Sustainable products are produced with minimal energy and packaging. They are considered eco-friendly as they cause no harm to the environment throughout their entire life cycle.

Textbook Rental - the ability to rent textbooks for a semester. Books are rented in lieu of purchasing; rental books, however, can be purchased.

Unverified Merchandise - merchandise that has not been checked in by the Warehouse. This merchandise is not ready to be taken to the sales floor.

UPC (Universal Price Code) - the bar code on the product that describes the item and price to the scanner.

Verified Merchandise - merchandise that has already been checked in the Warehouse to make sure it scans, the pricing is correct, and that it is free of damages. This merchandise is ready to be taken to the sales floor.

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What's Next:

- WinPrism Inventory Control Training (online)
- WinPrism Point of Sale Training (online)
- Food Handler Training (online)
- Department training (in store)
- Hands on Safety Training (in store)
- D1TA Video

We look forward to you joining our team!

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Closing Activity

Gather around to take a group photo!

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