

Day 1:

Hi all, I'm Kenny, the Store Manager of the Co-op at Groby in Leicester. I've been asked to do a video blog this week for the rollout of colleague headsets, which I'm wearing right at this moment in time.

Over the past few days we've been rolling out a new training pack which every store will receive. In brief, it has a number of scenarios explaining how these headsets can make a real difference in your store.

What we've done is to try and do a bit of storytelling around each of the potential scenarios which we could use to example some scenarios that we've been in, in store. So sort of live examples whether that be around safe and secure, whether it be around efficiencies like queue-busting, or even things like dealing with customer queries where we may have a customer asking for a product at the kiosk. Rather than a colleague walking backwards and forwards to resolve that customer query, it's just a simple case of pressing a button on the headset, asking a colleague to look for a product and answering the cashier yes or no whether we've got the product available.

Hopefully there'll be some good insight over the next few days and hopefully it'll be some benefit to you, so I'll speak to you all tomorrow.

Day 2:

Hi all, end of day two and I just wanted to give you a bit of feedback around what I've seen so far when using the headsets around store. I've noticed queue-busting, that's definitely been more efficient and a lot more reactive, rather than calling over the tannoy the cashier has been able to request an additional till operator on the headsets, and then there's an immediate response from the team around who's opening that second or third checkout. I've noticed a lot more communication and quicker communication around resolving customer queries. That could be around availability, a price query, or generally just a need for support. So I think definitely from an efficiency point of view, I've seen a few really great benefits over the first couple of days. So I'll keep sharing them with you.

Day 3:

Hi all, I just want to share a great example or a great success of using headsets in store. We've just had an attempted meat theft. One of the colleagues on the shop floor noticed a bloke walking round with a bag for life. We shared it over the headsets and wandered down to the first aisle, and this is what we found him bagging up. It's just a great example where the quick use of the headsets where we're able to communicate between one another, share that there's an issue and then resolve the issue. So just through use of the headsets we've managed to save ourselves £50-£60 of loss through theft, so really just a great example of how these headsets can benefit your store.

Day 4:

Morning all, it's 5 o'clock in the morning, very early. Like most stores, we open up with two colleagues. It's okay this morning because obviously it's a summer month and it's bright and sunny. But one of the things that colleagues are quite worried about is personal safety. So these headsets will be a massive benefit, particularly through the winter months. Our site is quite a big site, with numerous car park gates and service gates that have to be opened up in the morning, and if there's just two colleagues, one probably in the bakery,

and the other one doing all the unlocking processes, they're working quite far apart. With the headsets at least they can communicate with each other if there are any issues when unlocking, whether it's inside or outside the store. The feedback in general from the team is that it's definitely a massive positive around colleague safety in early mornings and late nights, particularly going into the winter, so I just wanted to share that with you.

Day 5:

Hi all, it's day five and I just want to give you a final update or overview of how this week's gone with landing the new headsets. It's been really really positive, feedback from customers has been really positive and engaging. The team have taken on board the use of the headsets, really understanding the benefits that the headsets will bring to them around their job role. So probably they key three things for me are safety, both around early mornings and late nights, especially when you've got a store that might only have two or three colleagues on, and even more so in the winter months. Security - we've had some great examples where there've been incidents in store and we've been able to react really quickly - because at the touch of the button we've been able to communicate to other colleagues. Checkouts - I've definitely noticed a quicker reaction to second and third checkout calls - the cashier knows straight away who's attending, and the rest of the team know who's attending so there's no tannoy announcements or pauses around resolving getting an additional cashier on the checkouts and getting customers through the tills. And then probably a third thing is around availability or finding products for customers. Rather than a colleague having to be called down to the checkouts or onto the shop floor to resolve a customer query, the cashier or the colleague on the shop floor has been able to communicate with someone who may be in the warehouse and ask them 'have you got this product in stock', then hopefully find the product and get the product quickly to the customer and then replenish the shelves. So loads of really really positive additions to the operation by using the headsets, so I hope my blog this week helped!