

Store Operator # (This will match  
your schedule assignments): \_\_\_\_\_

Date/Time: \_\_\_\_\_

Section A: Social Responsibility		Ranking	Comments & Documentation		
A1	Cross reference employee list provided by LCO Department prior to audit with list of employees working in LCO section at store. Is the 2404 list fully typed and signed by LCO Dept? Notify LCO Dept. with any changes (additions/deletions). Has the Manger been correctly identified?	Y or N	5 List must have no hand-written modifications (names crossed out, additions with pen/pencil); these lists must come fully typed and direct from LCBO Convenience Outlets. Any hand-written modifications result in a mark of 0. Manager of record must be identified (ASM-LCO). Documentation required in the form of a picture of form 2404. <b>Please flag any 2404 Forms which are unsigned by LCO Dept. on 'Stores of Note' report.</b>		
A2	Annual Workday Training (five modules) and LCO Manual training is complete. Notify LCO Dept. immediately if employee not trained in: LCO Manual Training (1), Challenge & Refusal Training (1), Creating an Accessible Workplace for Everyone Training (1), Product Recall Training (1), Product Quality Returns Training (1), Non- Saleable Returns Training (1). Verify employees working using store's 2404 Employee List.	LCO Manual Training (1) Workday Training - Five training modules in Section A2 (5) All employees working at the time of audit are fully trained and listed on 2404 form (4)	10 Expectation is to have at least one individual on 2404 list with completed LCO Manual Training. If anyone is not trained, please note the employee's name(s) and include with audit submission.		
A3	Store employee is aware of QA Product Recall. Test by asking employee to walk you through the steps. Must mention completing alert within 3hr window by removing affected SKUs from sales floor (2), be able to identify a Lot# code (2), be able to identify a Non-Saleable return/ product (2), isolate and tag affected product (2), communicate total affected units to Retail Store (if supplied by LCBO retail store) <u>or</u> via QA Claims App (2).	Each of the five QA process components are worth (2) pts a piece for a total of (10).	10 <b>Please flag any instances of inadequate Non- Saleable answers on 'Stores of Note' report.</b> Non- Saleable products cannot be returned to the shelf for resale unless purchased on a Special Occasion Permit. Non- Saleable products include the following: plastic and tetra container products, cream liqueurs, all beer. Lot# are generally located on the side or bottom of a product and are a series of letters/ numbers indicating production date and/ or batch numbers.		
A4	Challenge & Refusal app/ LCB2463 form is at cash area (5). Can the operator name the three reasons for engaging in C&R? Reasons for challenge: looks under 25 (under age), buying for others (2nd party purchase) and intoxication (5).	C&R Recording device in evidence at POS <input type="checkbox"/> Reasons for Challenge <input type="checkbox"/>	10 If paper form in use, take a photo and apply full marks.		
A5	Information Package- Sandy's Law (two copies) <input type="checkbox"/> , Info Board <input type="checkbox"/> , Responsible Service Program (one 8.5 x 11 and one small 4x6 copy at minimum) <input type="checkbox"/> , LCBO C&R check guide <input type="checkbox"/> , Canada/ Us/ International ID check guides, <input type="checkbox"/> and 23-24 fiscal calendar- Physical or PDF is acceptable. Posted signage should be bilingual where appropriate - See FLS designated store list.	All 5 pieces of signage in evidence Y or N Please note if FLS designated stores have bilingual employees Y or N	5 If any piece of signage is missing, 0 marks are given. Inform Convenience Outlets if FLS signage is not present. Signage can be verified with LCB 1053 form. Please note if FLS designated stores have bilingual employees. (Examine placement of FLS employee). <b>Please flag any locations missing the Responsible Service Program Signage (x5) on 'Stores of Note' Report.</b>		
A6	Store Authorization Certificate displayed. Do not display expired certificates. Post extension letter.	Y or N	5 Current Certificate or Extension Letter must be in evidence.		
Total: Section A		45			
Section B: Store Operation, Sales promotion & advertising					
B1	No cross merchandising of socially irresponsible items (no drinking games/ drinking game accessories, no energy drinks, no fireworks, no firearms) are displayed in the LCO section (4). Evidence of socially irresponsible items results in score of 0 for question B1.	Y or N	4 Photograph if cross-merchandised with socially irresponsible items.		
B2	Operator accepts empty beverage alcohol containers during beverage alcohol retail hours (2). Empies collection can be limited to three days per week if there is posted signage indicating this, however, one of these days must be a Saturday with hours employees are accepted matching LCO hours of operation for that day. Include photo of empies storage area and posted signage (if applicable).	Empies accepted during LCO operating hours <input type="checkbox"/>	2 If operator is only accepting empties three days a week (or less) without posted signage, award 0 pts. Documentation required - please append photograph of signage indicating hours when empties are accepted.		
B3	Operator can demonstrate that deposits are being charged on purchases of beverage alcohol and on empties returns. Operator must provide either sales receipts, detailed sales journal, or electronic POS entries where deposit amounts (charges and/ or disbursements) are reflected clearly (2).	Y or N	2 Acceptable examples include customer receipts where deposits are reflected as separate line item, POS generated sales reports reflecting deposit amounts charged/ disbursed.		
B4	Hours of Operation posted in a customer accessible area of the store and are in accordance with AGCO standard (7AM - 11PM). Append photograph of required LCO hours decal.	Y or N	2 <b>Please flag any instances of missing LCBO Hours signage on 'Stores of Note' report.</b>		
B5	Aisles leading to and inside LCO section are AODA accessible and free of obstructions (i.e., trip hazards/ items on floor) and appropriate width (3ft. <u>minimum</u> ) allowing for safe customer navigation (4).	Aisles free of obstruction & minimum 3 ft. in width? <input type="checkbox"/>	4 Checkmark if in compliance. <b>Please flag any instances of inappropriate aisle widths (&lt; 3ft in width) on 'Stores of Note' report.</b>		
B6	Bin tags and current LTO self talkers in place (2) – tags cannot be handwritten. Does operator know how to order cardstock and log a signage request? (2).	Bin Tags & Current LTO Tags <input type="checkbox"/> Knowledge check for cardstock and Signage requests <input type="checkbox"/>	4 Bin tag cardstock is ordered via convenienceoutlets@lcbco.com and signage requests must be submitted to convenienceoutlets@lcbco.com via LCB 1053, a form available in the 'Forms and Manuals' section of Doing Business with LCBO.com		
B7	Operator is using Lexmark system to print Bin Tags and LTO's - Demonstration required detailing their most recently printed batch of tags (3). If there is a more recent batch of tags available under 'All Batches', 0 pts are awarded.	Y or N	3 Partially Printed Batches are acceptable.		
B8	Safe block piling and displays (must be less than 6' tall) (2)	Safe piling/displays <input type="checkbox"/>	2 Checkmark if in compliance		
Total: Section B		23			
Section C: Store Appearance					
C1	Store exterior clean and free of debris (lawns cut in summer, snow removed in winter) (1) Parking lot in good repair (1). Exterior & Highway signage/other non-standard signage approved and language appropriate- see FLS designated stores (1).	Exterior clean <input type="checkbox"/> Parking lot in good repair <input type="checkbox"/> Signage approved <input type="checkbox"/>	3 Checkmark each if in compliance		
C2	Store interior clean and well lit (1), in good repair (1) with appropriate climate control (1).	Interior clean/well lit <input type="checkbox"/> Interior in good repair <input type="checkbox"/> Appropriate climate control <input type="checkbox"/>	3 Checkmark each if in compliance		
C3	Floor plan is current (i.e., no changes without approval, LCO does not exceed 50% of retail space) (3). 4x4 display (multiple displays totaling 16 Sq Ft. also acceptable as long as they are contained in the LCO section) being used where applicable (3). Contact LCO dept. if floor plan is outdated.	LCO does not exceed 50% <input type="checkbox"/> 4x4 Display used <input type="checkbox"/>	6 Checkmark each if in compliance		
Total: Section C		12			
Section D: Inventory					
D1	Number of stock outs (if 30% of LCO floor plan is empty, 0 points are awarded for question D1). LCBO network stockouts do not result in discipline.	Y or N	3 70% of LCO floor plan must be fully stocked.		
D2	Is product faced up? Target is 2 facings with single facings permitted for large format (>750ml bottles ). Small format bottles (200ml - 375ml) are permitte behind cash.	Y or N	2		
D3	Verify Correct Price (randomly check at least 10 SKU's - both shelf and cash register (if POS). More than 2 incorrect prices result in 0 points awarded for question D3).	Y or N MCA Price Form in use <input type="checkbox"/>	2 Incorrect prices shall be differences greater than \$4. If you do not have the LCBO app, record the store pricing in the form below and verify at home.		
D4	What, if any is the presence of supplier value- add/ promotional products in the LCO/ Agency?	No value adds- award 3 pts. Evidence of Value adds - award 0 pts. LCO dept. to validate based on promo calendar.	3 Examples of value- add products include small bottles attached to necks of alcohol, promotional products available with purchase of alcohol (i.e., baseball cap, tee shirt, coolers, etc.). Documentation required - include picture(s) of any value adds present in store.		
Total: Section D		10			
Section E: Customer Service & Compliance					
E1	From observation, does the level of customer service offered meet accepted standards (i.e., greeting, professional behaviour).	Y or N	5		
E2	Does the operator know who their Client Service Coordinator is? (3). Is the operator aware of the monthly department newsletter from Convenience Outlets@lcbco.com? (1) Is the operator aware of Doing Business with LCBO website (1)?		5 Confirm name of Client Service Coordinator. Consult with Doing Business website 'contact us' field for contact info.		
Total: Section E		10			
Total: All Sections		100			
Comments:					
Any Changes to implement will be directed by LCBO Head Office:					
Store Operator/ Employee		Store Operator/ Employee Signature:			
Audited Name:		Store Number:			
MCA Auditor (print name & title)		Date:			
Copies: Email scanned copy to LCO Department and District Assistant, LCBO Representative (Original), Store Operator (Copy)					
Section D: Inventory - Question D3: 10 Product Price Checks					
#	UPC	Product Description	Size	Store Price	LCBO Retail Price

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8					
9					
10					
MCA Representative/LCBO Designate certifies that the above entries are accurate and have been cross-checked against LCBO Online Retail pricing for the exact or nearest outlet to the location being audited.					
LCBO Representative (MCA Representative)					Date: