

# Food Retail Check-in

Regular check-ins are one of the most powerful tools in your manager toolkit. They're simple, and make a big impact helping your team feel seen, supported, and motivated to do their best work. It's also a great moment to recognise the brilliant things they do every day. Check-ins keep everyone focused, aligned, and moving forward with energy. When you create space for honest, two-way conversations, you build a culture where people feel they truly belong.

You've got everything you need right here to make check-ins meaningful and lead with confidence.

Use the framework to:

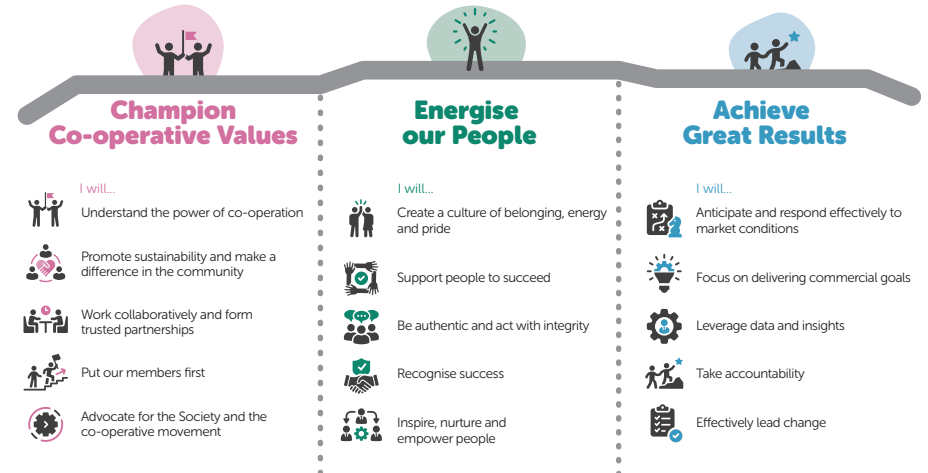
1. Set clear, meaningful goals
2. Discuss standards and expectations
3. Support ongoing development and growth

## Our Co-operative Colleague Framework



Through the power of co-operation, we're building a fairer more sustainable, and ethical future.

## Our Co-operative Leaders Framework



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# Manager Feedback Preparation

Use this guidance to get ready for a focused check-in and feedback session with your colleague. Take a moment to review their performance and observe how they interact with customer. Then, use the areas below to shape a meaningful supportive conversation.

## 1. Membership

- How well is the colleague performing against store membership targets?
- In what ways is the colleague actively promoting membership sign-ups and encouraging customers to use their membership card?
- What part of the membership sign-up process could the colleague improve, and what specific actions would help?
- Based on recent mystery shop results, what has been done well as a team and what opportunities exist for improvement?
- What have you observed during customer observations regarding membership engagement?

## 2. Brilliant Basics

- Is the colleague consistently greeting customers in a friendly and positive manner?
- Are they following the uniform policy, safe stores security procedures and age-related sales?
- How effectively is the colleague promoting member trade through sign-ups and card usage?
- Is the colleague maintaining a safe environment for customers, members and colleagues on the shop floor?
- Are safe work practises being followed in back of house areas?

## 3. Health and Safety

- Does the colleague understand the accident reporting process?
- Are WorkJam tasks being completed accurately and on time?
- How is the colleague contributing to a safe working environment in store?
- Is the colleague aware of previous EHO visits and Health and safety audits. And do they understand the actions required to address findings?

## 4. Compliance performance

- Which compliance areas has the colleague excelled in?
- Which areas need improvement and Why?

## 5. Talk To Us

- What are the latest C-SAT results for the store and the Society?
- How many responses and WOWs has the colleague received?
- How is the colleague encouraging customers and members to provide feedback?
- Based on survey results, what areas need attention and how can the colleague help to improve them?

## 6. Compliance Training

- Has the colleague completed all required quarterly compliance training?

## 7. Pulse Survey

- What key themes or concerns emerged from the latest Pulse survey for your site or region?
- How have they been addressed so far?
- Are you prepared to explain actions taken, and invite inclusive, solution-focused suggestions from colleagues?

Select up to **4 priority areas** to discuss based on performance insights, recent observations, or identified development needs.

## Conversation Starters

These conversation starters are here to help you spark meaningful chats, ones that support your colleagues, bring out their best, and show genuine appreciation for all they do. They're not a script, just a flexible guide to help you shape the conversation. Touch on each stage of the check-in, and adapt your approach to the colleague you're talking to. Keep it relaxed, supportive, and focused on moving forward.

### 1. Wellbeing — How are you?

- How have you been feeling lately, both at work and outside of it?
- What's been going well for you recently – any wins or highlights you'd like to share?
- Is there anything on your mind that could impact your wellbeing or focus?
- What support could help you feel your best right now? Are you aware of what's available like Grocery Aid or Mental Health Champions?
- How are you managing your current workload, and are there any strategies or support that could help improve it?

### 3. Manager feedback - How are we doing against your goals?

- Here's what I've observed about your performance — what's working well and where I see opportunities to grow. What are your thoughts on that?
- Let's review your goals - what progress have you made on your goals?
- What specific actions will you take to build on your strengths and address any challenges?
- What outcome will you aim for, and how will you measure your progress?
- What's one action you can take to improve membership conversion and enhance the customer experience?

### 5. Wrap Up - What's Worth Highlighting Right Now?

- Share key updates from managers meetings, The Society & Food communications, colleague council etc.
- Celebrate progress and acknowledge the effort that's driving success
- Confirm next steps and agreed actions to keep momentum going
- Remind colleague to book a check-in or development chat anytime
- Thank colleague for their remarkable service and openness

### 2. Performance — How's your work going?

- What have you done recently that you're proud of, and what's going well in your day-to-day work?
- Are there any challenges or barriers affecting how you work – and if you could remove just one, what would it be?
- Which KPI are you most focused on right now, and how's that going for you?
- How will you continue to achieve Brilliant Basics or what will you do differently?
- What have you learned from recent training, and how has it influenced or changed the way you work?
- Where in the framework do you feel most confident, and what's one area you'd like to develop further?

### 4. Moving Forward — What's next?

- What are your top priorities over the next few weeks?
- What support, training, or tools would help you feel more confident and equipped – and how can I best support you to succeed?
- How can you support with membership sign-up?
- Here are some actions we've taken or are planning based on recent pulse feedback—do you think these are heading in the right direction? and is there anything specific you think could further improve things at our site or across the region?
- What learning or development opportunities would support your future career goals?

## Colleague Goals

Use this space to capture what your colleague's working towards right now. Make sure each goal follows the SMART approach so it's clear, doable, and trackable.

That means:

**Specific** – What exactly are they aiming to do? What's the plan?

**Measurable** – How will you know when it's done? What info or results will show progress?

**Achievable** – Can they realistically pull this off? Do they have the tools and skills they need?

**Relevant** – Does this goal make sense for the team, Trading group and the Society? Why does it matter?

**Time-bound** – When's the deadline? What's the timeframe for getting it done?

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## Conversation Summary

Summarise the main takeaways touch on **how they're feeling** (wellbeing), **how things are going** (performance), any **feedback shared, development opportunities**, and **what their most focused on at the moment** (priorities).

### NOTES