

FSU Bookstore Locations Opening Plan

1. Full opening with social distancing, safety protocols and restrictions
2. Date: August 10, 2020 (Sales floor will be open)
 - a. Hours of Operations:
 - i. Main Store: Monday – Friday 8am – 5pm, Saturday and Sunday Noon -4pm
 - ii. SportShop: Monday – Friday 9am-5pm, Closed Weekends with exception of football season
 - iii. Bill’s Bookstore: Monday – Friday 9am – 6pm, Saturday and Sunday Noon -4pm
 - b. Maximum occupancy:
 - i. Main Store: 295, with 50% allowance, total occupancy 147
 - ii. SportShop: 295, with 50% allowance, total occupancy 50
 - iii. Bill’s Bookstore: 295, with 50% allowance, total occupancy 40
3. Preps:
 - a. Cleaning
 - i. See cleaning list
 - b. Floor reorganization
 - i. Create a good flow with one way aisles and with 6ft apart tape by the registers
 - ii. Put all of the fixtures back to normal
 - iii. Create rush que line with wider aisles and directional signage
 - iv. Block off textbook area for clerk service only (prior rush only)
 - v. Keep fitting room closed with appropriate signage across the store
 - vi. Use University signage throughout store
4. Safety
 - a. Employees
 - i. Team members are required to take their temperature daily and monitor symptoms
 - ii. Team members are required to complete the checklist prior clocking in
 - iii. Team members must clean their hands when they report to work
 - iv. Team members are required to wear mask that covers their nose and mouth while at work
 - v. Team members are required to practice social distancing to ensure they are not closer than 6ft from other individuals
 - vi. Team members are encouraged to wash their hands frequently throughout the day
 - vii. Team members should avoid touching their face with unwashed hands
 - b. Customers

- i. Customers are required to wear mask that covers their nose and mouth while in the store (need to create a sign for the doors)
- ii. Customer are required to practice social distancing to ensure they are not closer than 6ft from other individuals
- iii. Customers are not allowed to use fitting rooms or restrooms to try on the clothing
- iv. Customers are encouraged to use the hand sanitizer provided by the store before entering the sales floor
- v. Customers who experience any of the following symptoms are not allowed to shop in the store. It is up to the store employee to ask customer to leave if symptoms are being noticed
 - 1. Fever greater than 100 F
 - 2. Cough
 - 3. Shortness of breath
 - 4. Any other symptoms of ill health

5. Store layout

a. GM floor

- i. GM will go back to its normal layout
- ii. Fitting rooms will remain closed and unavailable for customer use
- iii. Signs will remain posted about not trying clothes on
- iv. Supplies will go back to its normal lay out.
- v. Rush que line will be created with wider aisles
- vi. Use University signage throughout store

b. Computers

- i. Computer department will go back to its normal layout
- ii. Computer repairs will need to be put in the bins and held for 72 hours before starting the diagnostics and repair

c. Textbooks

- i. Normal layout with creation of one way aisles
- ii. Add additional text customer service station to minimize the lines

d. Front end

- i. We will keep the plexi glass for better barrier between cashier and customer
- ii. We will continue to hold returned merchandise for 24 hours in the bins
- iii. Pin pads must be cleaned after each customer
- iv. We will continue to use 1-2 registers as needed throughout the semester
- v. Ensure that hand sanitizer or antibacterial wipes are placed
- vi. Use University signage
- vii. Create one-way main aisles

viii. Open every other register to maintain 6ft distance; total of 11 registers open during back to school rush

e. Efollett

i. We will continue curbside pick up

1. Woodward Circle
2. Bill's Bookstore back parking lot
3. Tucker Center main entrance driveway

ii. Customers who come into the store, will pick up their online orders at the efollett pick up desk

6. Daily expectations

a. Team member checklist

i. All team members are required to sign the team member checklist prior to their shift and follow the requirements included on it

b. Cleaning checklist

- i. Disinfect surfaces with a diluted bleach or other CDC approved cleaner
- ii. Disinfect all high touch areas every 2 hours which includes but not limited to pin pads, handles, mouse, keyboards, checkout counters
- iii. Refer to the cleaning checklist for end of day cleaning

c. Efollett

- i. Wipe down each work station before the shift and throughout the day at least every 2 hours
- ii. Process any returns after waiting period of 24 hours
- iii. Process all efollett orders as normal
- iv. Continue to utilize and manage curbside pick up
- v. Ship all of the orders
- vi. Put back all the merchandise from the go back area
- vii. Put back all the hangers
- viii. Clean all the efollett area before end of the shift

d. Computers/GM

- i. Wipe down each work station before the shift and throughout the day at least every 2 hours
- ii. Wipe down all of the display computers before the shift and after each customers
- iii. Repairs must be held for 72 hours before start of diagnostics, utilize no touch policy (customer must put their computer in the bin)
- iv. Wipe down fixtures, table displays before end of the shift

e. Textbooks

- i. Wipe down each work station before the shift and throughout the day at least every 2 hours
 - ii. Wipe down cart handles that will be used that day before and after shift
 - iii. Only one person at the desk at all time., make sure you clean high touch areas after your shift
 - iv. Complete tasks given by department manager
 - v. After 72 hours waiting period, process all rental check-ins

- f. Shipping & Receiving
 - i. Wipe down each work station before the shift and throughout the day at least every 2 hours
 - ii. Wipe down cart handles that will be used that day before and after shift
 - iii. Hold incoming merchandise for 24 hours before receiving
 - iv. Separate rental returns from other shipments
 - v. Complete daily tasks as normal
 - vi. Ensure UPS or any other vendors keep social distancing and encourage to wear face covering
 - vii. Wipe down S&R area before end of the shift

- g. Front End
 - i. Wipe down each work station and phone before the shift and throughout the day at least every 2 hours
 - ii. Utilize day 1 bins and carts for any returned merchandise. This merchandise will need to be held for 24 hours in the bins before putting it back on the floor.
 - iii. Let customers know about device sanitizer they are welcome to use
 - iv. Use clicker provided to count number of customers going in and out, with a capacity limit of 50% capacity. Ensure customers are following our signage for social distancing
 - v. Wipe down each register area and front end before end of the day