

## Training Manual for Compass Camping Supply Store

When you become an employee of Compass Camping Supply it is important to learn as much as you can about each item stocked by the store. We encourage you to use your generous employee discount to purchase equipment for your own camping trips. This manual identifies the most popular items carried by each department.

### Clothing Department

The most popular item in the clothing department is hiking shorts. Recommend two pairs of shorts for each week camping to customers. The best color is olive green, which seems to repel mosquitoes more than other colors. The nylon blend shorts are the most durable, however the all cotton shorts are the coolest in the summer and the all nylon shorts dry fast.

Hiking boots come in over forty designs. Obviously, it is impossible for you to memorize the style of each one, but you should familiarize yourself with the major categories. First, there are the light hikers that are best used for recreational hiking and street wear. These are usually nylon and suede with an all-purpose tread. The second type is the winter hiking boots. Winter hiking boots are best suited for cold weather and are very durable. This type of boot has insulation, comes up higher on the calf, and usually is waterproof. A third type is the industrial style boots. These boots include the traditional tan leather construction boot with steel toe inserts.

Below is a listing of our best selling boots and their prices.

Brand	Description	Price
Big Sky	Day Hiker	\$44.99
Big Sky	Leather Winter Boot	\$79.99
The Arctic Foot	Sub-Zero Boot	\$166
Sandy Feet	Summer Hiker	\$39.50
Sandy Feet	Tall Hiker	\$58.99

Our department also offers custom orders. When accepting a custom order, take the measurements carefully. We cannot refund or exchange custom ordered clothing. Be sure to inform the customer that custom clothing takes at least three weeks.

### Tent Department

Tents can be divided into three categories: (1) all-purpose, (2) heavy-duty, and (3) family. All-purpose tents come in different sizes and colors and are made for light camping in moderate climates. Heavy-duty tents are made for high winds, harsh temperatures, and rainy conditions. Family tents are large and usually have two or three rooms, often with a screened porch. When selling tents determine the proper size and conditions under which it will be used. Remind the customer that we sell replacement stakes, poles, and patch kits for all of our tents.

## Gear Department

The gear department has a wide variety of items for camping. Included in this department are backpacks, sleeping bags, sleeping mats, cots, canteens, stoves, bug repellent, and many other necessities. A listing of all in-stock items in the gear department is posted weekly by the cash register. Note that most companies manufacture their products in several colors, so try to match up the colors of each item for the customer. Locating other items in the department of that same color can encourage sales. Also highlight our Package Deals to the customer, pointing out specific items in the package. Package Deal signs are on display on the back wall above the backpacks.

## In Conclusion

At Compass Camping Supply we try to serve our customers well. To accomplish this important goal you must be informed about the products we carry and our special deals and services that will benefit the customer. Always show the customer several selections and recommend one. Never say we don't carry an item, instead say that we will find out how to get some in stock. Last but not least, share your own experiences with the customer. They will show high regard for your opinions if you demonstrate knowledge of our products.