**T & S Management Services, LLC**

***We Are A Training Solutions Company***

**Financial Statement Analysis**

Review last two years P&L’s & Balance Sheets (if available). We will look for red flags.

* Areas of low sales
* Low gross profit %
* High expense $
* We will provide a comprehensive list of red flag areas in an effort to correct shortcomings.

**At-Store Visit**

Spend the day at your store,  observing traffic flow, 'great      customer service’, CSR duties  (clean-up, shift responsibilities,  cigarette breaks, image,    professionalism & uniforms, etc.)

* Fuel prices and in-store pricing competitive with surrounding stores.
* Cleanliness inside and outside store, appearance of restrooms.
* Review payroll, including store employees, wages, hours worked each, and number of CSR’s on duty.
* View in-store video surveillance (if available).
* Interview store manager (if applicable).
* Observe at least one shift check-out.
* CSR(s) procedure during shift check-out, amount of time involved. (how differences are resolved)
* Security of monies, receipts, etc.
* Customer service during shift check-out.
* Review in-store daily recordkeeping and accounting.
* Bank deposit procedures
* Vendor check-in procedure, vendor invoices
* Proper gross profit/mark-up used to achieve correct gross profit %
* Observe in-store merchandising (category management), pricing, POP, cleanliness, displays and end caps. Is the store clean, cluttered, are you maximizing the stores potential? We will make the necessary recommendations to help you get back on the right path.
* Can food service be expanded/improved? Can beer, wine, and liquor be improved (if applicable)?

**Overall Financial Statement Analysis & At-Store Visit**

At the conclusion of our visit, we will discuss the findings both Financial and Store Operation, as we see it. We will prioritize this discussion to alert you to the most important ‘red flags’ we found.

* A detailed 5-day CSR Training Schedule (available in EXCEL) to utilize for your staff will be provided.
* We will provide Gross Profit % and Expense Benchmarks for industry.
* A 7-page guide, *‘The Profit Killer – Employee and Vendor Theft’* to help better understand employee & vendor theft.
* All these items plus many others included in a three-ring binder titled *‘Convenience Store Operations Manual’.*

**Follow-up (E-Mail and Phone)**

* ﻿We will provide a detailed Action Plan based on our review and analysis of current Financial Statements and observations made during store visit.
* We will follow-up by email with you (or somebody you designate) on a regular basis to check on your progress in reaching the goals we have set up for you.
* If you are struggling in achieving stated goals, we will attempt to assist you in getting back on track.
* We will maintain our relationship to continue as your partner in the business, now and in the future.

**Store Operation Analysis**

If you feel a certain category or department in your store is not doing as well as it should be doing, we may be able to help. Maybe you don't have all the Financial Records necessary for our Consulting Service, however we can still help. We can work with the information you do have, and we can assist you staying on the right track. We can help!

These solutions will help meet the challenges of today’s environment.

***All information is held in the strictest confidence.***