

# Albertson's Dreyer's Ice Cream Reset

## Scope of Work

### **Project Overview:**

Provide reset service at 45 select Albertson's supermarkets for Dreyer's Ice Cream. The reset in store time will vary between 3 and 4.5 hours depending on the size of the store (please refer to the attached schedule for details). It is important that every reset team report to the stores on time to begin the reset and not leave until it's completed. The dress code is business casual, please no sneakers and speaking on cell phones are not permitted during the reset unless to call regarding a reset question. If any of the team leaders have any questions please contact Ed Goldfarb at Quest 516-477-7295.

- Before leaving your home please print a copy of the questionnaire, name tag, manager sign off sheet, bring your copy of the Dreyer's Ice Cream reset manual. **Bring a camera with you as well as a picture of the completed set is required.**
- Upon arrival at the store sign in the vendor logbook at customer service desk as Dreyer's Ice Cream /Quest Service Group.
- Meet with the manager or assistant prior to starting the resets. Ask the manager for empty cartons for all discontinued items to be placed in along with the credit form, then place the carton(s) in the freezer in the backroom.
- Pull out all of the discontinued items from the freezer cases and place them in cartons along with the credit sheet, then place the carton(s) in the freezer in the backroom.
- Proceed to the Ice Cream aisle and locate the various Dreyer's locations by brand section.
- Locate the new Dreyer's Ice Cream products (Edy's, Hagen Dazs, Skinny Cow, etc) in the freezer in the backroom and bring them to the freezer on the sales floor.
- Based on the new plan-o-gram ensure that the entire shelf/space are completely filled. **The key is to work as fast as possible with accuracy due to the possible melting of the ice cream.**
- Upon completion of setting the new POG's, please place the appropriate price stickers (provided at training) on the shelf lip for each item.
- Clean up all trash and place in the backroom.
- Take a frontal photo of the newly reset sections to be submitted with your report.
- Review the reset with the manager.
- Make sure that you have fully answered all your service questions on the report clearly before leaving the store.
- You must have the manager sign and print their full name on your service report at completion of your service call.

- Upon your return home be sure to visit the program website at [www.questmerchandiser.com](http://www.questmerchandiser.com) and pull up the required report, fill in the answers accordingly and submit the report online. The signed copy of the report must be either scanned and submitted with the web entry or faxed to the number provided on the report. Be sure to include all pictures that were required as part of this visit. There is a link as part of the web entry process which will accept pictures as an attachment. This MUST be done within 24 hours of completing your reset visit.

**ALL resets are to occur at the time indicated on the schedule.**