

## Store Manager Qualifications:

To run a successful business, the qualities you should seek in an effective, competent store manager are:

- Spends no more than one hour a day in an office.
- Has created a goal for each day.
- Does not run to the bank or do personal errands on company time.
- At times, runs the cash registers.
- Is only in the pharmacy when deemed necessary by the pharmacist on duty.
- Respects, but is not intimidated by, store owner(s).
- Shows great communication skills.
- Does not try to do it all, but sees that all of it gets done.
- Is comfortable in delegating authority.
- Excels in note-taking.
- Keeps current on industry trends by reading or listening to business-related media.
- Is not a clock watcher and realizes that managers are needed during the busiest of times.
- Works and communicates well with pharmacy staff.
- Clearly understands that the pharmacy is the main focus of the business.
- Understands computer software and programs.
- Recognizes the value of planograms, pricing strategies, and completing price changes.
- Regularly shops your store's competition.
- Is aware of what departments attract customers and what categories create revenue.
- Acknowledges that being a leader is more important than being everyone's friend.
- Is willing to travel, when necessary.
- Produces monthly detailed reports for store owners.
- Strives for the best customer service possible.
- Leads by example.
- Is willing to disagree with the store owner, but always behind a closed door.
- Embraces and encourages change.
- Is capable of rallying and inspiring coworkers.
- Is willing to say "I don't understand."
- Is realistically optimistic.
- Maintains a professional relationship with vendors and sales representatives.
- Is not in charge of making coffee.
- Remains cognizant of how payroll can erode revenue.
- Knows that two people doing one project does not always equate to the project getting done twice as fast.

-- Gabe Trahan, Senior Director of Store Operations and Marketing