



Smart Payment  
Systems, Ltd.



ISSUE 7

# SMARTSOLUTIONS

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## EASY AND EFFECTIVE TRAINING WHEN STAFF TURNOVER IS AN ISSUE

Developing effective training programs and implementing them is a huge issue for Canadian retailers. With the high level of turnover retailer's face it's no wonder that training and personnel development continues to be one of their top challenges. Successful companies must stay diligent in order to maintain high levels of customer service which ultimately affects their bottom line.

But developing easy and effective training models is only one part of the solution. Implementation is key.

So how do you figure out the best model for your business? By tracking your turnover and identifying key times for initiating new systems and programs.

For example, many large chain stores have started by adding more staff during peak times but also having regular, weekly training sessions. This ensures that everyone's is kept up to speed with policies and procedures. For long term staff, it serves as reinforcement but it guarantees that new staff starts off on the right foot.

These training sessions can simply be 10-15 minute huddles at the beginning of a work day or at a key shift change. Supervisors would also benefit by implementing a coaching or mentoring system where new staff are partnered up with an existing employee. Communication as well as engagement levels of staff will improve significantly which fosters loyalty and lowers your staff attrition rate. And higher levels of understanding about expectations trickles down to impact the level of service employees deliver to customers.

All in all, morale and profitability rise when staff are adequately trained and consistently communicated with.

## PRESIDENTS MESSAGE:

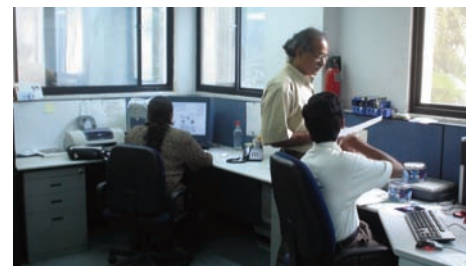
March marks the beginnings of spring, and for us at BNA Spring represents a time of renewal and invigoration. It also brings to mind the concept of spring cleaning.

What's working in your business right now and what isn't? What new programs or initiatives are you planning on implementing?

How about revisiting your training programs? It is a fact, staff turnover for retailers is a huge issue, so this month we were sharing some ideas with you that can increase the loyalty and effectiveness of not only your staff, but your entire organization.

Enjoy!

Matt





Smart Payment Systems, Ltd.



## SPECIAL PROMOTION

Check out our new online tutorials at [www.bnasmartpayment.com](http://www.bnasmartpayment.com)

Follow step by step while we take you through transactions on your terminal as well as an online web reporting guide.

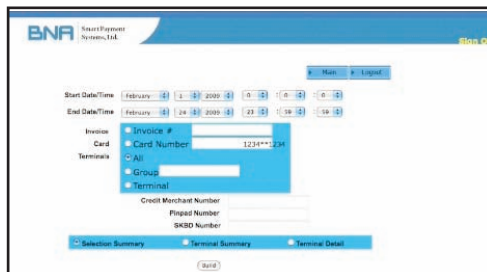


## ABOUT BNA

BNA Smart Payment Systems offers businesses globally a secure alternative to higher cost and less flexible POS transaction automation systems. We provide credit and debit card payment terminals and transaction handling services involving all aspects of POS credit, debit and stored value card processing. As the industry approaches 2010, BNA customers also will be equipped to make an easy and affordable transition to Chip and PIN systems.

BNA enjoys a powerful strategic alliance with Banksys of Brussels, a world recognized payment solutions provider known for innovation, security and reliability. In June 2001, BNA was appointed by Banksys to develop and certify payment software applications for North American Financial Institutions. The same year, BNA was give exclusive distribution rights for Banksys electronic payment products (terminals) in Canada and the United States

Today, BNA has certified credit and debit payment applications with more than eight payment processors, serving industries such as General Retail, Restaurant, Entertainment and Professional Services.



Think you are stuck with your current transaction supplier because it costs too much or takes too much time to change? Think again. At BNA we take care of all the details for you. Simply let us know you'd like to install the most secure transaction services in your business and we'll take care of the rest.



## GET STARTED NOW!

Join us for our Getting CHIP & PIN Ready tutorial, sign up now.

Call us today at **905.726.9753**, or visit [www.bnasmartpayment.com](http://www.bnasmartpayment.com) for more information