Task/ Projects/Reports

1. **Sales, Merchandise and Stocks**

Task &Action needed
I. Daily Stock Check ➢ Stock check in TIC must be done twice a day, at 8.30am and 5pm ➢ Performing stock check is to count all stocks physically seen at time of counting ➢ Check through final amount of stock counted with amount reported in POS system. ➢ Recheck any stock amount which does not tally ➢ Report any missing items to head of department

II. Stock record ➢ All received and sold stocks must be recorded in TIC Stock Records ➢ All Total amount of stocks shown in the Pos System, TIC Stock Records must tally at all times ➢ Selling Price -Amount sold to customers Unit Price – Amount PGT purchase from suppliers Surplus – Amount of commission received by PGT ➢ Any stock entry, change of pricing, stock amendments must always be done on the day of occurrence, with accurate date recorded. ➢ Any stocks purchased by PGT must deducted from stocks record and POS system ➢ Location of TIC Stock Record: Desktop -PGT Folder -Stock Record – File documents name according to supplier (Eg.Clarity 8)

Clarity8 Stocks Record - Excel

Penang Global Tourism (Postcards - Historic Houses of Worship Postcards)

Date	Item	Restock	Opening Stock	Out	Bal. Stock	Unit Price (RM12.00)	Surplus Per Unit (RM3.00)	Selling Price (RM15.00)	Total Price (RM)	Total Surplus (RM)
27/06/2014	Historic Houses of Worship Postcards		10		10		0.00		0.00	0.00
			10		10					
10/07/2014	Historic Houses of Worship Postcards		10	1	9	12.00	3.00	15.00	15.00	3.00
			9		9		0.00		0.00	0.00
07/08/2014	Historic Houses of Worship Postcards		9	1	8	12.00	3.00	15.00	15.00	3.00
			8		8		0.00		0.00	0.00
06/09/2014	Historic Houses of Worship Postcards		8	1	7	12.00	3.00	15.00	15.00	3.00
12/09/2014	Historic Houses of Worship Postcards		7	1	6	12.00	3.00	15.00	15.00	3.00
19/09/2014	Historic Houses of Worship Postcards (Restock 6 + 10)		16		16		0.00		0.00	0.00
			16		16		0.00		0.00	0.00
02/10/2014	Historic Houses of Worship Postcards		16	1	15	12.00	3.00	15.00	15.00	3.00
			15		15		0.00		0.00	0.00
20/12/2014	Historic Houses of Worship Postcards		15	1	14	12.00	3.00	15.00	15.00	3.00
			14		14		0.00		0.00	0.00
17/01/2015	Historic Houses of Worship Postcards		14	1	13	12.00	3.00	15.00	15.00	3.00
			13		13		0.00		0.00	0.00
05/02/2015	Historic Houses of Worship Postcards		13	1	12	12.00	3.00	15.00	15.00	3.00
09/02/2015	Historic Houses of Worship Postcards		12	1	11	12.00	3.00	15.00	15.00	3.00
			11		11		0.00		0.00	0.00
18/03/2015	Historic Houses of Worship Postcards		11	1	10	12.00	3.00	15.00	15.00	3.00
28/03/2015	Historic Houses of Worship Postcards		10	1	9	12.00	3.00	15.00	15.00	3.00
			9		9		0.00		0.00	0.00

Historic Houses of Worship | Tip Toe Tapir | Tanjong Life book | Postcards - Fiesta Malaysia | Pearly's Pantry | The ...

List of inventories for each item recorded in different sheets of the same Excel file:

Clarity8 Stocks Record - Excel

Penang Global Tourism (The little Mamak -Book)

Date	Item	Restock	Opening Stock	Out	Bal. Stock	Unit Price (RM31.20)	Surplus Per Unit (RM7.80)	Selling Price (RM39.00)	Total Price (RM)	Total Surplus (RM)	
01/08/2016	The little mamak		4								
06/10/2016	The little mamak		4	1	3	31.20	7.80	39.00	39.00	7.80	
29/12/2016	The little mamak		3	1	2	31.20	7.80	35.10	39.00	7.80	ET staff price
10/01/2017	The little mamak		2	1	1						
07/02/2017	The little mamak (Restock) 1+ 5	5	6		6						
02/03/2017	The little mamak		6	2	4	31.20		39.00	78.00	15.60	
22/04/2017	The little mamak		4	1	3	31.20	7.80	39.00	39.00	7.80	
15/05/2017	The little mamak		3	1	2	31.20	7.80	39.00	39.00	7.80	
14/08/2017	The little mamak (Restock) 2+ 5		7								
						31.20	7.80	39.00	39.00	7.80	

Penang Glorious Street Food | Historic Houses of Worship | Tip Toe Tapir | Tanjong Life book | Postcards - Fiesta Ma ...

Prepared by Gayathiri

III. Daily Sales Record

- All sales in TIC must be recorded by hand in the 'TIC Sales Record' form, filed inside 'TIC Sales Record folder
- Date, item description, selling price, receipt number, name of handler to be filled in accurately.
- Print out the daily sales record through the POS System (two copies)
- Hand over a copy to Acc department (Michelle) with the money and TIC also will keep one copy of the sales records in POS Daily sales record folder.

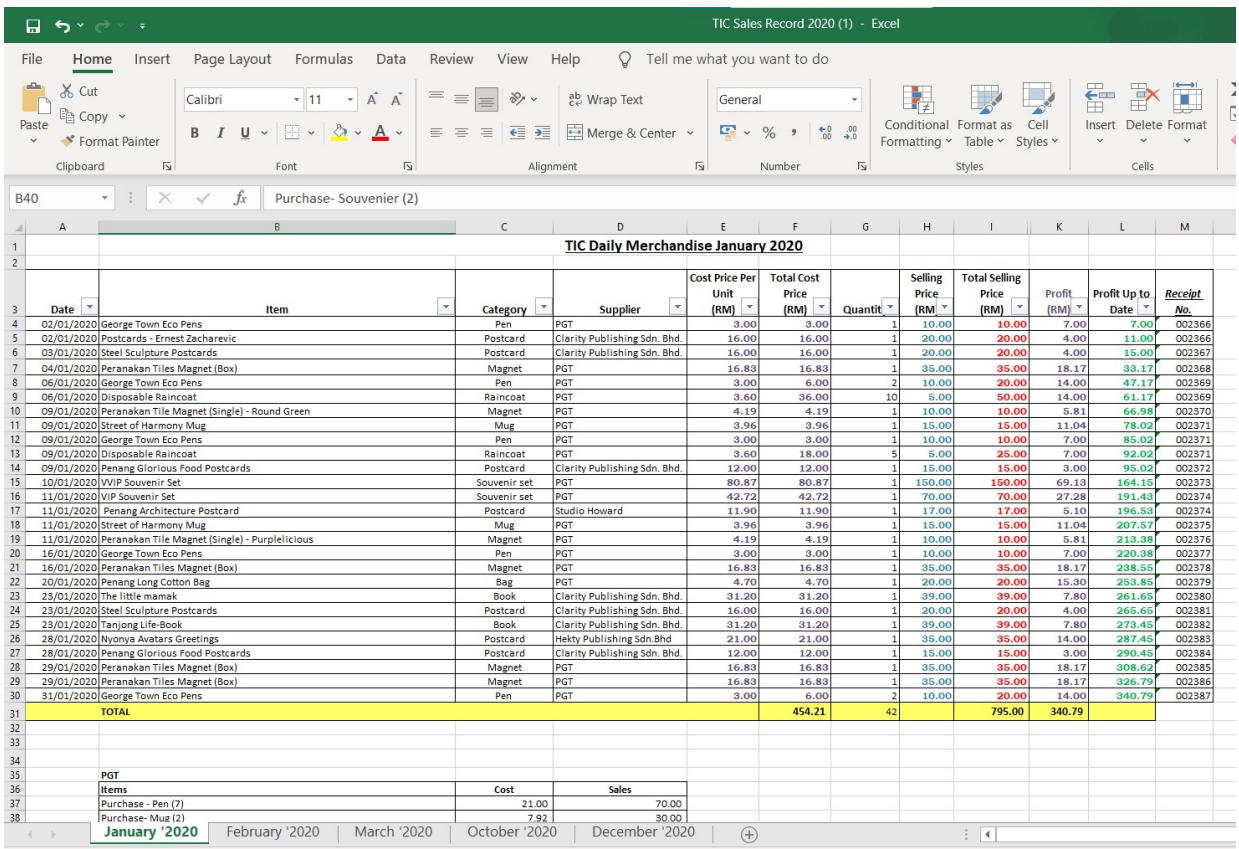
IV. Monthly Sales record Report

- A monthly sales report of all sales in TIC must be submitted to the account department.
- Compile all sales in the format provided by the account department. File name:

TIC Sales Record

- Person in charge is responsible to update month sales into 'TIC Merchandise sales record Excel file
- The total amount of sales must tally with amount of money collected for the month, TIC sales record and POS system monthly sales report.
- All amount of PGT stocks received from main office (for sale) must be reported at the end of each month to account department.
- Compile all information into the format provided by the account department. File name: Souvenirs Received by PGT
- Location of the Souvenirs receive from PGT:
  Desktop - PGT Folder - Souvenirs Received from PGT
- Location of the TIC Sales record:
  Desktop - PGT folder - TIC Sales Record

TIC Sales Record

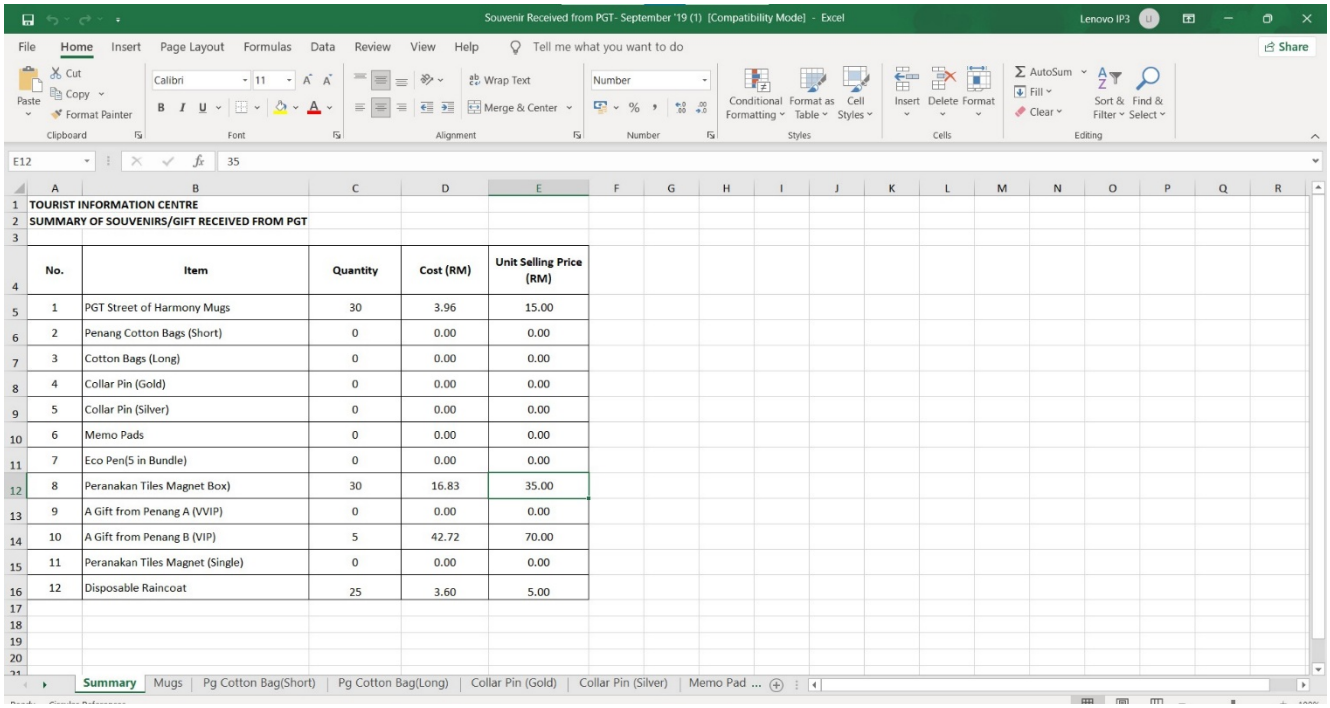


TIC Daily Merchandise January 2020

Date	Item	Category	Supplier	Cost Price Per Unit (RM)	Total Cost Price (RM)	Quantit	Selling Price (RM	Total Selling Price (RM)	Profit (RM)	Profit Up to Date	Receipt No.
02/01/2020	George Town Eco Pens	Pen	PGT	3.00	3.00	1	10.00	10.00	7.00	7.00	002366
02/01/2020	Postcards - Ernest Zacharevic	Postcard	Clarity Publishing Sdn. Bhd.	16.00	16.00	1	20.00	20.00	4.00	11.00	002366
03/01/2020	Steel Sculpture Postcards	Postcard	Clarity Publishing Sdn. Bhd.	16.00	16.00	1	20.00	20.00	4.00	15.00	002367
04/01/2020	Peranakan Tiles Magnet (Box)	Magnet	PGT	16.83	16.83	1	35.00	35.00	18.17	33.17	002368
06/01/2020	George Town Eco Pens	Pen	PGT	3.00	6.00	2	10.00	20.00	14.00	47.17	002369
06/01/2020	Disposable Raincoat	Raincoat	PGT	3.60	36.00	10	5.00	50.00	14.00	61.17	002369
09/01/2020	Peranakan Tile Magnet (Single) - Round Green	Magnet	PGT	4.19	4.19	1	10.00	10.00	5.81	66.98	002370
09/01/2020	Street of Harmony Mug	Mug	PGT	3.96	3.96	1	15.00	15.00	11.04	78.02	002371
09/01/2020	George Town Eco Pens	Pen	PGT	3.00	3.00	1	10.00	10.00	7.00	85.02	002371
09/01/2020	Disposable Raincoat	Raincoat	PGT	3.60	18.00	5	5.00	25.00	7.00	92.02	002371
09/01/2020	Penang Glorious Food Postcards	Postcard	Clarity Publishing Sdn. Bhd.	12.00	12.00	1	15.00	15.00	3.00	95.02	002372
10/01/2020	VVIP Souvenir Set	Souvenir set	PGT	80.87	80.87	1	150.00	150.00	69.13	164.15	002373
11/01/2020	VIP Souvenir Set	Souvenir set	PGT	42.72	42.72	1	70.00	70.00	27.28	191.43	002374
11/01/2020	Penang Architecture Postcard	Postcard	Studio Howard	11.90	11.90	1	17.00	17.00	5.10	196.53	002374
11/01/2020	Street of Harmony Mug	Mug	PGT	3.96	3.96	1	15.00	15.00	11.04	207.57	002375
11/01/2020	Peranakan Tile Magnet (Single) - Purplelicious	Magnet	PGT	4.19	4.19	1	10.00	10.00	5.81	213.38	002376
16/01/2020	George Town Eco Pens	Pen	PGT	3.00	3.00	1	10.00	10.00	7.00	220.38	002377
16/01/2020	Peranakan Tiles Magnet (Box)	Magnet	PGT	16.83	16.83	1	35.00	35.00	18.17	238.55	002378
20/01/2020	Penang Long Cotton Bag	Bag	PGT	4.70	4.70	1	20.00	20.00	15.30	253.85	002379
23/01/2020	The little mamak	Book	Clarity Publishing Sdn. Bhd.	31.20	31.20	1	39.00	39.00	7.80	261.65	002380
23/01/2020	Steel Sculpture Postcards	Postcard	Clarity Publishing Sdn. Bhd.	16.00	16.00	1	20.00	20.00	4.00	265.65	002381
23/01/2020	Tanjong Life-Book	Book	Clarity Publishing Sdn. Bhd.	31.20	31.20	1	39.00	39.00	7.80	273.45	002382
28/01/2020	Nyonya Avatars Greetings	Postcard	Hekty Publishing Sdn.Bhd	21.00	21.00	1	35.00	35.00	14.00	287.45	002383
28/01/2020	Penang Glorious Food Postcards	Postcard	Clarity Publishing Sdn. Bhd.	12.00	12.00	1	15.00	15.00	3.00	290.45	002384
29/01/2020	Peranakan Tiles Magnet (Box)	Magnet	PGT	16.83	16.83	1	35.00	35.00	18.17	308.62	002385
29/01/2020	Peranakan Tiles Magnet (Box)	Magnet	PGT	16.83	16.83	1	35.00	35.00	18.17	326.79	002386
31/01/2020	George Town Eco Pens	Pen	PGT	3.00	6.00	2	10.00	20.00	14.00	340.79	002387
	TOTAL				454.21	42		795.00	340.79		

PGT		
Items	Cost	Sales
Purchase - Pen (7)	21.00	70.00
Purchase- Mug (2)	7.92	30.00

Souvenir Received From PGT



TOURIST INFORMATION CENTRE

SUMMARY OF SOUVENIRS/GIFT RECEIVED FROM PGT

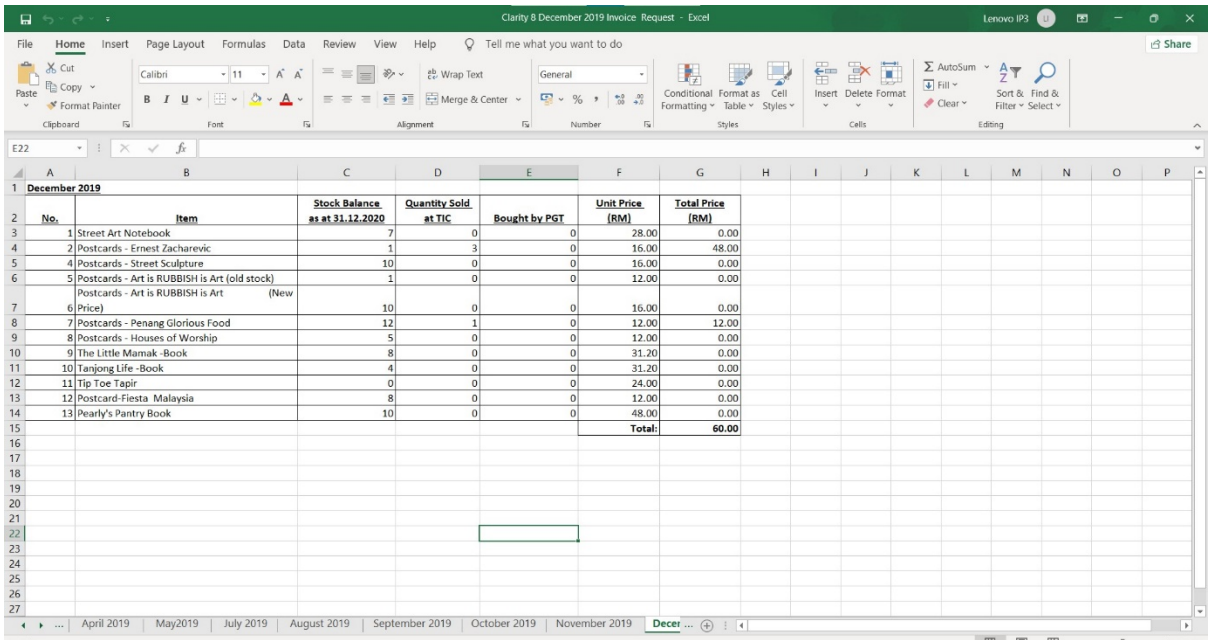
No.	Item	Quantity	Cost (RM)	Unit Selling Price (RM)
1	PGT Street of Harmony Mugs	30	3.96	15.00
2	Penang Cotton Bags (Short)	0	0.00	0.00
3	Cotton Bags (Long)	0	0.00	0.00
4	Collar Pin (Gold)	0	0.00	0.00
5	Collar Pin (Silver)	0	0.00	0.00
6	Memo Pads	0	0.00	0.00
7	Eco Pen(5 in Bundle)	0	0.00	0.00
8	Peranakan Tiles Magnet Box)	30	16.83	35.00
9	A Gift from Penang A (VVIP)	0	0.00	0.00
10	A Gift from Penang B (VIP)	5	42.72	70.00
11	Peranakan Tiles Magnet (Single)	0	0.00	0.00
12	Disposable Raincoat	25	3.60	5.00

V. Invoice Request – Individual(supplier) Sales Record

- An individual sales report for each supplier must be complied at the end of each month
- The sales report indicates the amount of sales sold at TIC for each particular

supplier

- Sent out each individual sales report to every supplier (only applies to supplier whose stocks were sold at TIC for the month).
- When send request invoice through email, cc: Head of the accountant (Michelle) in the email
- All the supplier contact details is in the consignment notes folder
- Location of Invoice Request
  Desktops – PGT Folder – Invoice request according year (eg.2019) -According to month (eg. December) – According to suppliers (eg Clarity 8)



December 2019

No.	Item	Stock Balance as at 31.12.2020	Quantity Sold at TIC	Bought by PGT	Unit Price (RM)	Total Price (RM)
1	Street Art Notebook	7	0	0	28.00	0.00
2	Postcards - Ernest Zacharevic	1	3	0	16.00	48.00
4	Postcards - Street Sculpture	10	0	0	16.00	0.00
5	Postcards - Art is RUBBISH is Art (old stock)	1	0	0	12.00	0.00
6	Postcards - Art is RUBBISH is Art (New Price)	10	0	0	16.00	0.00
7	Postcards - Penang Glorious Food	12	1	0	12.00	12.00
8	Postcards - Houses of Worship	5	0	0	12.00	0.00
9	The Little Mamak -Book	8	0	0	31.20	0.00
10	Tanjong Life -Book	4	0	0	31.20	0.00
11	Tip Toe Tapir	0	0	0	24.00	0.00
12	Postcard-Fiesta Malaysia	8	0	0	12.00	0.00
13	Pearly's Pantry Book	10	0	0	48.00	0.00
					Total:	60.00

VI. POS System

- **New Stock Entry**
  1. Inventory -Maintenance -Stock Item -Create Stock Code- Select Group Code (to create if non -existent) -Insert Stock Details – Scroll down to select touch button setting
     Note: Info in 2nd column of Short Description is to appear on printed receipt)

- **Billing entry**
  1. Login name: 1
     Password :1
  2. Daily billing entry as per manual prepared (Hardcopy) placed in POS System 3rd drawer.

- **Stock Addition Entry**
  1. Inventory -Transaction – Stock Addition Entry – Create Documents No - Insert Date -Select Supplier -Delete Invoice Date-Insert Stock Items and Quantity -Save
  2. Document number is always as per below:
     Stock received from PGT
     Supplier / number (to follow from previous number)/Month/Year
     Eg:
     PGT//21/7/20
     PGT/22/9/20

     Stock received from external supplier
     Supplier/date received stock /month/Year
     E.g
     KK/21/10/20

- **Stock Adjustment Entry**
  1. Inventory -Transaction -Stock Adjustment Entry -Create Adjustment No - Insert Date -Select 'Settle' for status -Insert Remark (reason for adjustment) - Select Adjustment Type (Add-on/Deduct) -Insert Stock Items and Quantity - Save
  2. Adjustment number is always as per date of incident, causing the need for a stock adjustment
  3. Print Stock Adjustment note
  4. File in Daily sales record (POS) folder as per date of incident.

- **Stock Summary Report**
  Inventory -Report -Stock Summary Report -By Stock Code

- **Monthly Sales Report**
  1. Sales -Report -Monthly sales Report -Select choice of 'sort by'
  2. Two copies of the daily sales report 'By Time' <u>with full description</u> must be printed out at the end of each day.
  3. Daily cash received must be submitted to the account department together with a copy of the sales report 'By Time' with full description.
  4. A copy of the Daily sales report must file into the Daily Sales Report (POS) folder.

- **Void Bill Entry**
  1. Sales -Transaction -Void bill entry

2. Enter the bill number or select the bill number from the dropdown list box that you wish to void.
3. After that, click on the delete icon to void the bill, and the system will auto print the voided bill slip.

2. TIC Duty Roster & Reports

Action needed
I. TIC Duty Roster ➢ Duty roster has to be done by every 15th of the month and send to manager to get approval ➢ Public holidays observed by TIC, where TIC will closed: New Year's Day Chinese New Year (2days) Labour Day Birthday of H.M The Yang di-Pertuan Agonh Birthday of H.E Yang di-Dipertua Negeri Pulau Pinang Hari Raya Puasa (2 Days) National Day Malaysia Day Deepavali Christmas Day Public holiday not observed by TIC Thaipusam Wesak Day Nuzul Al Quran Day Anniversary For Recognition As UNESCO World Heritage Site

Hari Raya Qurban
Awal Muhharam
Birthday of Prophet Muhamad (S.A.W)

TIC working hours during non-observed public holidays:
8.30am- 1.30pm

- All staff to work 5 days a week
- List out off days, total hours per week and total hours per month for each staff
- All staff off days to be inserted into PGT Gmail calendar.

- Below are the steps to prepare duty roster with images

a) Download blank calendar from google
b) Check with all colleagues on any leave application for the month
c) Check and insert into calendar public holiday happening in the month

VII. Monthly Tour Guide George Town Walkabout Tour

- Prepare monthly tour guide schedule as below
- Call and find the availability of tour guides.
- Confirm the availability of tour guide through email and print out the schedule.
- Get a replacement if the guide is not available. Notify the manager if unable to get any guide

VIII. BOD Report

- Report needs to prepare and submit it before the deadline.
- Location of BOD reports
  Desktop – PGT Folder – BOD reports

3. Subscription /Renewal/Alarm System

Action needed
IX. The Star Digital ➢ The subscription 1 Year The Star Digital Access Standard Plan commenced date is 26th October 2020 and will expire on **<u>25th October 2021</u>**. ➢ Link: https://www.thestar.com.my/ Username: gayathiri@penangglobaltourism.com Password: Mourist@10

X. MBPP Business Registration License ➢ The MBPP license for 2021 will expired on 31st December 2021 ➢ The copy of latest license and receipt submitted to account department for the renewal process for prepare payment. ➢ Location of original MPBB license framed display in front station of TIC. **XI. Stamp License renewal** ➢ The stamp license renewal needs to be done at post office ➢ Bring MBPP business license with together company chop

XII. Alarm

- Set on/off alarm press
  Password *1234#

- Arm and disarm the alarm system through phones.
- Steps below
  1) answer the call when system call out
  2) press 1234 *
  3) press 2 (code number for disarm), then press # for exit if want arm press 2 again then only press # for exit
  4) The call will end automatically.

- To set telephone number links to alarm
  (In case any emergency /alarm spoilt the person of in charge able to disarm/arm the alarm wherever)
- Steps as below
  1) Press * then
  2) Press{mode} button
  3) Following with alarm password 1234
  4) Press 17 or 18
  5) Continue press handphone number 01x-xxxxxxx
  6) Then press #
  7) Press{mode},
  8) Finally press #

- **(17)** is the 1st user phone number, they will receive the call first in case the 1st user did not answer within a few minutes the call goes to **(18)** 2nd user handphone number

- Setting or changing passwords for both door entries
- *Mode 4567#31(4 digit new password)*

3.Other Tasks/Projects

Task & Action needed
XIII. Tourism Related News ➢ subscribe online source of English news: Google Alert/Tourism Industry Malaysia/Travel Weekly/The Star Digital or from any online source. ➢ Compile both English/Malay/Chinese news and bcc send to everyone according recipients list.