

# Employee Handout

## Closing Time Cleaning Duties (start 15 minutes before closing)

1. Wipe all displays with glass cleaner (Front, Top, Back)
2. Wipe all tables down
3. Empty all trash cans
4. Remove all personal items from countertops
5. Clean the bathrooms (Sign off on cleaning sheet)
  - a. Clean toilets (Underseat, outside of bowl, inside of bowl)
  - b. Clean Sink (inside, around, rim)
  - c. Clean Mirror
  - d. Sweep the floor
  - e. Restock any toilet paper, paper towels, soap
6. Vacuum Floor and Floor Mats
  - a. If you see spiderwebs in the corners, vacuum them up
7. Check Heating/Air Conditioner (make sure fans are set to **Auto**)
  - a. Change temperature to 72 for summer and 68 for winter

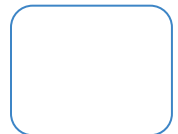
## Register Closing (to be started at the official closing time)

1. Write the date at the top of the “end of day” and sign the “end of day”
2. (All non employees must leave the store before register closing)
3. Print end of day report from lightspeed
  - a. Write the date on top
4. Count the drawer
  - a. Count all the bills and the change (face bills in the same direction)
  - b. Take that total and subtract 100
    - i. The \$100.00 remains in the register drawer (Change and dollar bills will equal \$100.00)
  - c. Verify drop amount is equal to amount on the end of day. Count the cash box(s)
    - i. If over or short fill out “*what’s wrong with the drop form*” Tell your manager and Supreet of any shortage/overage that same day in your store group chat.
5. Fill out and initial Register Closing Sheet (Everyday, no exceptions)
  - a. Paper clip money to the end of day, then put money/change/end of day inside the drop envelope (Do not tape envelope)
  - b. Place the drop in the safe
6. Never close early unless specifically stated by Supreet ONLY
7. You can lock the door at official closing time, then count the register. You do not leave at official closing time, at least 5 min after.

## Set the Alarm and Lock the door

These duties are shared with all employees, NOT limited to one person

By initialing, you are confirming that you have read this portion and are aware you can be written up for these reasons



## Weekly Cleaning

1. Clean all glass inside displays (sides/ glass shelves)
2. Clean inside and outside windows
3. Move couches and/or tables and vacuum underneath
4. Vacuum spider webs on ceiling
5. Clean in between windows and displays (if applicable)
6. Clean display baseboards
7. Clean vacuum filters, they must be completely dry before putting them back in the vacuum.
  - a. Do not yank the cords of the vacuum!

## Monthly Cleaning

1. Clean glass shelves on slat wall (this will require moving the product)
2. This includes the top of the glass and underneath
3. Clean and straighten/ throwaway stuff in the register counters

These duties are shared with all employees, NOT limited to one person

**I.D. Customers- you MUST ask for I.D. BEFORE you start selling them anything. If they look under 40 years old you must ask for I.D. no other employee can vouch for a customer. Initial box!**

### Sign off on Cleaning Duties Sheets

## Opening Duties

1. You must arrive at least 15 minutes early
2. Clock in
3. Count the register drawer verify and sign there is \$100.00 in the register and the cashbox is at the correct set amount for your store
4. Check cash box if there is enough change for the day/weekend
5. Make sure displays, bathrooms, floor, tables/countertops are clean
6. Turn on displays
7. Once all this is done even if it is before official opening time turn on the open sign and unlock the door.
  - a. No more just sitting there for 10 min waiting to open when customer is waiting outside

## Change

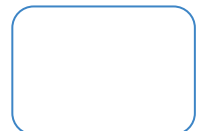
1. Get change DAILY Sign off on the sheet that you got change
  - a. Even if only one person works all day (put a note on the door)
2. Get change before 4pm Monday-Friday and Saturday before 11:30 am
  - a. Arkansas stores use Simmons Bank
3. Verify you received the correct amount of change BEFORE leaving the bank
4. Recount cashbox(s) to verify correct amount

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## Employee Expectations

### Customer Service

1. Greet every customer within 3 seconds upon them entering with “Welcome to: Vapor World/Abby Road/Wonderland” “We will be with you in a moment” “Welcome in”
  - a. Even if you are already with a customer, greet the new customer
    - i. Tell the waiting customer you will be with them shortly
2. When a customer enters, you need to stand up to greet them.
3. No sitting while your customer is shopping
  - a. Stop side activities immediately (cell phone, youtube, etc.)
  - b. Stay with the customer, once the transaction is over if they are still looking do not just walk away, they might have more questions.
    - i. Unless there is another customer waiting
4. Treat every customer as a friend, never huff and puff at a customer for asking questions (even if it is a “stupid” question)
5. No cursing in front of customers
  - a. Do not let regulars interfere with customers/cuss/be obnoxious
6. With every sale of hardware you have to explain the Exchange Policy
7. Always give the customer their receipt, even if they do not want it
  - a. Let them throw it in the trash
8. Never ignore a customer, especially when regulars are lounging around
9. Do not talk bad about another business or customer in front of customers/ regulars, even if they bring it up.
10. No sitting on couches while clocked in. You must remain behind the counters at all times.
11. Be able to assist multiple customers
  - a. If a customer is taking a longer time to make a decision (first judge the situation) then politely ask if you can quickly take care of someone else if they already know what they want
12. If you do not know the answer to a question ask an associate for help and/or “google it” don’t just tell the customer “I don’t know” put in a little effort before telling them you don’t have an answer.
13. Double check the coil, both with the customer and taking it out of the coil caddy. Double check the nicotine strength with the customer and the bottle
14. Do not set up the device until AFTER the customer has paid for the device
15. Do not leave multiple devices on top of the displays, put it back right after showing
16. Keep your personal belongings out of the grabbable area of customers
17. ID the customer before serving the customer. Greet them, ask what they are looking for then immediately ID them. 1st offence is a verbal warning, 2nd is loss of commission
18. Keep product away from the customers reach before they completed their purchase



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## Entertainment

1. Activities that infringe on quality of work such as but not limited to cell phones, TV, computer usage, radio, regulars/significant others, excessive sitting on stools will result in a loss of those privileges.
  - a. Do not text or use your cell phone when you are assisting a customer
    - i. Cell phones must be silenced or vibrate during your shift
  - b. Do not play inappropriate shows on the TV and keep the volume low
  - c. Do not play inappropriate stations or music from your phones and keep the volume low.
  - d. Refrain from regulars "helping with purchases." Do not let them get loud or rowdy. Do not let them crowd/block displays and employee sitting areas.
  - e. If excessive sitting on stools becomes an issue, they can be removed from your store.

## Expectations for Calling in

1. If you are severely sick and/or knowingly contagious or injured (that infringes on your ability to work) you need to call in.
  - a. Do NOT wait until your store opens to notify. Tell Supreet as soon as you know you cannot make it in. (Text if middle of the night)
  - b. Hours are not guaranteed to be made up on another day
2. Requested time off
  - a. 2 week notice if needing 3 or more days off
  - b. 1 week notice if needing morning/closing shift changed or 2 or less days off
  - c. Emergency days off let Supreet know ASAP

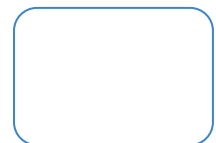
## Shift Swap and

1. Must be approved by Supreet or your store manager
  - a. Must be done in the same work week.
    - i. Both employees must agree to the swap
    - ii. Not all swaps are guaranteed, and could result in just losing hours if there are multiple employees working
    - iii. If the swap can't be covered by someone else, you are still expected to come in

## Employee Discount

1. All items 25% off, Discounts CANNOT be stacked with APP Card points/rewards
  - a. Buy 5 premium juices at one time get 50% off
    - i. Notify Kaylyn to send extra if it is all the same flavor and nicotine so you do not deplete your store
  - b. **This is NOT allowed:** "I will pay for it next paycheck/tomorrow"
2. You must print your receipt and put in appropriate spot

**No one else is allowed to use your employee discount**



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## Employee Dress Code

1. Clean attire no stains, rips or heavily faded/worn clothing
  - a. No baggy sweatpants, miniskirts/short shorts, pajamas
    - i. Clean joggers are allowed- they cannot look like worn out joggers
    - ii. No tank tops for either gender unless covered up by another shirt with sleeves
2. Closed toed shoes ONLY
3. There is a level of cleanliness expected when you arrive at work. If you do not arrive ready to work you can be sent home to change or shower.
  - a. If there is an excessive amount of body/foot odor, you will be sent home
  - b. Keep hands and nails clean
  - c. Keep your pants pulled up, no one needs to see your butt crack

## Termination

1. If you are terminated, or quit and do not give back the store key, your paycheck will be held until it is returned.
  - a. This does not mean you will receive your paycheck immediately. Paycheck will follow a regular schedule if the time period is missed, employees will have to wait until the next pay period.

## Employee Lunch

1. There are not designated lunch times
  - a. Coordinate lunch time with co workers
    - i. Do not leave them if there is a big rush
2. You are not required to clock out for lunch
  - a. Unless it will knowingly exceed 30min
  - b. If it accidentally exceeds 30min you must let your manager know so you can be clocked out
3. Stores with only one person per shift
  - a. If working all day by yourself you are allowed to get lunch and dinner
    - i. Put sign on the door "Be back in 15 minutes went to go get food"
  - b. Do not exceed a reasonable distance to go get food
4. Eat food away from the immediate register area and displays

## Write Ups

1. Failure to abide by the rules will result in a write up at the owner's/ managers discretion
  - a. It is up to the owner to determine the level of action taken for employee not following rules

## Time Clock Corrections [payroll@vhdistro.net](mailto:payroll@vhdistro.net)

1. If you miss a clock in/clock out First: let your store manager know. All time clock corrections must be made before Monday morning 10:00 a.m. We follow a bi-weekly pay schedule and payday will be on Thursdays.
2. If you do not get this corrected before Monday you will be clocked out one minute after the initial clock and will potentially lose that day of pay and will only receive those missing hours on the next pay period.



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3. To view PTO hours make an account at [vwlogin.netlify.app](http://vwlogin.netlify.app) preferably use your light speed login and then your account will be verified to see your PTO hours.

### Verifying Employment for Employee Discount at Another Store Location

- If you have a customer claiming to be an employee from another location and you do not already know them you need to verify before giving them the discount.
- To verify they need to have their I.D. (which should already be checked) and look in the groupMe OFFICIAL Chat only and verify their name with their I.D.

### Paid Time Off

1. New Hires after every 3 months will receive 10 hours PTO
  - a. Full time (consistently working 32-40 hours weekly) employees will receive 40 hours of hourly rate pay to use for 5 consecutive days off.
    - i. If write ups exceed 8 for the previous year then employee will not be given paid time off
  - b. Part time (consistently working 20-31 hours weekly) employees will receive 20 hours of hourly rate pay to use for 2.5 consecutive days off.
    - i. If write ups exceed 8 for the previous year then employee will not be given paid time off
2. A months notice is required to take paid time off

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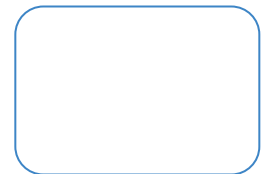


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## Exchanges

1. Customers must have their receipt or APPCard Receipt to be able to do anything.
  - a. If they don't have a receipt, ask the customer if they gave us their phone number, if they did, they will then have to download the APPCard app and pull up the receipt.
  - b. We can only do return/exchange at the store they originally bought the item
2. We offer a 14-day manufacture DEFECT exchange (unspoken 21 days for respectful customers)
  - a. No large scratches/dents beyond normal wear and tear
  - b. The must have the original box and sleeve, No EXCEPTIONS
3. Exchange is store credit they can use for whatever they want in the store.
  - a. Can be put on gift card for later use and/or at another Vapor World
    - i. Gift cards are not interchangeable between Vaporz Club, Vapor World, Abby Road
4. So... the customer's coil/pod doesn't work or burns too quickly. What do you do?!
  - a. First try the store tester coil/pod
  - b. If that does not work and within 14 days exchange the device for the customer and in the system
  - c. If you decide to exchange the coil or pod you have to exchange it in the system and then put in your stores designated area
    - i. Use your best judgment
5. Exchange process
  - a. Troubleshoot the device
    - i. Try new batteries, different tank, check O rings, change the coil, see if it will hold a charge, firmware update
  - b. Mark out items exchanged with the date then give original receipt back to the customer
  - c. Fill out return form completely and attach to the item being exchanged
    - i. Empty out the pod/cartridge/tank
  - d. Put exchanged item and attached form in the designated area
6. Stores with managers need to make sure they are filled out correctly before being picked up

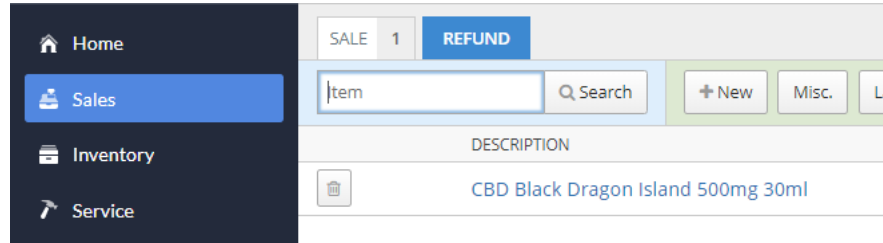
**DO NOT TAKE PIECES FROM DISPLAY PACKAGING**



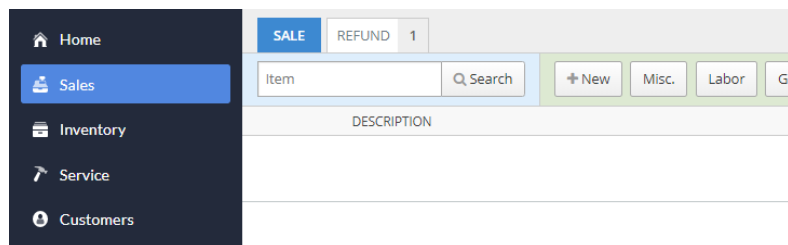
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## Step by Step Exchange Process

1. Click left sidebar “sales”
2. Click refund icon
3. It will open to a normal sales page with refund highlighted in blue
  - a. Scan item that needs to be exchanged



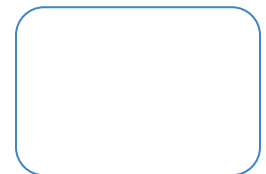
4. Then click the sale button next to return button and make sure it turns blue



- a. Scan the new item (product customer will be receiving)
5. Then click the green payment button
  6. **Print 2 receipts.** Give one to the customer and the other one will be attached to the return form

## APP Card

1. Scan all items
2. Click the appcard icon and enter customers phone number
  - a. This will show you how many points the customer has and what rewards they can redeem
3. Click “Light speed” on bottom left corner to go back to Sale screen
4. In the search bar, type “Appcard”
5. Select the reward option you wish to apply
  - a. If the reward is a Dollar amount, it will automatically apply to the total, if it is a Percentage off, you have to manually apply it to the item
6. Ring customer out
  - a. Points will be redeemed, and added after payment is made

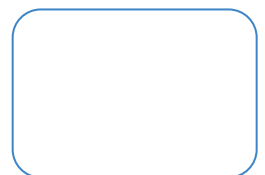


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## Sexual Harassment **will not be tolerated!**

1. This includes employee to employee, employee to manager, employee to customer and vice versa.
  - a. Sexual harassment is a form of sex discrimination
  - b. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.
  - c. Sexual harassment can occur in a variety of circumstances, including but not limited to the following:
    - i. The victim as well as the harasser may be a woman or a man. The victim does not have to be of the opposite sex.
    - ii. The harasser can be the victim's supervisor, an agent of the employer, a supervisor in another area, a co-worker, or a non-employee.
    - iii. The victim does not have to be the person harassed but could be anyone affected by the offensive conduct.
    - iv. Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
    - v. The harasser's conduct must be unwelcome.
2. Please say something if you are uncomfortable. You may reach out to your manager, and/or Operations Manager, and/ or owner. You can send an email to [kray@vhdistro.net](mailto:kray@vhdistro.net) or direct message in the group me app.
  - a. If you see someone else being sexually harassed you need to let a manager, district manager or owner know.



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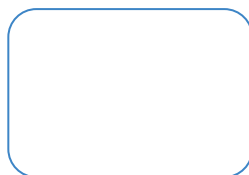
**Failure to abide by these rules will result in a write up. We the owners reserve the right to give a write up or not. Write ups are a courtesy to the employee to let them know a behavior must change.**

**The employee can be let go without having a write up.**

By signing you acknowledge that you have read the entire Employee Handout and understand the above. There is a copy of this handout in every store, in their store binder.

Store: \_\_\_\_\_

Employee Name \_\_\_\_\_



Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

Manager Name \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date: \_\_\_\_\_

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