



Store Team Schedule Policy

Leader's Casual Furniture® stores are open for retail business to offer our customers the best opportunities to find the furnishings to create the outdoor space of their dreams. We want our customers to feel invited, find enjoyment in the selection process and retain a great memory of their experience. To accomplish this goal we will follow the policy below.

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Store Hours

Open for the Public

Leader's Casual Furniture Retail Showrooms are open at minimum the following times for all customers. These times can be extended at any time if it is in the best interest of the guests. No guest should ever be ushered out of any Leader's location because of time.

Sunday	10am – 6pm
Monday	10am – 7pm
Tuesday	10am – 7pm
Wednesday	10am – 7pm
Thursday	10am – 7pm
Friday	10am – 7pm
Saturday	10am – 7pm

Transfer days require special hours that are created on a store by store basis.

Team Expectations

Open

At least one team member must show up 30 minutes before the scheduled public opening to review the interior and exterior of the showroom for safety and to ensure that the showroom is recovered: systems are online, logged in, and prepared to create the best customer experience.

Close

All Leader's Casual Furniture® showrooms must have at least (2) team members scheduled to work from 11am to close. This ensures a team atmosphere with the safest physical environment for associates and guests. Having two team members working together through close allows for a team effort to prevent injury, allows the team members to look out for one another, and will ensure the best customer experience.

Break

Retail is an exciting career full of potential and reward. A day can go from slow to busy in minutes. It is Leader's hope that each team member can get up to 30 minutes of personal time in a day. It is realized because of the variability of retail traffic that this 30 minutes will not be at a regular scheduled time and that it will be taken at the best opportunity that does not affect the guest experience.

Managers, Assistant Managers and Managers in Training:

- ✓ Work a minimum of 44 hours per week
- ✓ Always make sure their assigned location is covered to meet company expectations including managing the compliance of their team to the covenants
- ✓ Ensure that their assigned location is prepared and staffed for transfer days
- ✓ Calendars: Maintain current and accurate store staffing calendars
 - Must be submitted to Sales Leadership by the 28th of the month prior
 - The calendar must include the name of each staff member on the day they are scheduled and the hours they are expected to work.
 - Minimum of 2 people scheduled from 11am to close
 - Exception: Part time staff will work noon to close
 - Have a minimum of three people scheduled on the historical busiest day per week for the location

Store Full Time Team Members

- ✓ Work a minimum of 40 hours per week
- ✓ Stay till the store is closed to the public

Store Part Time Team Members

- ✓ Work a maximum of 28 hours per week
- ✓ Stay till the store is closed to the public

Exceptions

- ✓ Any exception to the above policy must be communicated to and approved by a member of the Sales Leadership team. Exceptions include:
 - Illness
 - PTO days
 - Short staffed periods
 - Training weeks
 - Vacations
 - Unpaid time off
- ✓ Any days that are approved by Sales Leadership for a team member to work under 5 hours will require the correct PTO form to be filled out.
 - 2- 5 Hours worked; Half a day PTO
 - 2 Hours or less worked; Full day PTO
- ✓ Any team member found not following the policy without approval will be documented. Habitual violations will lead to termination.

Store Team Schedule Policy

I have read and understand the above policy. If I have questions I will contact HR department or Sales Management team.

Store # and name _____

Staff signature _____ Date _____

Staff signature _____ Date _____

Staff signature _____ Date _____

Staff signature _____ Date _____

Staff signature _____ Date _____