

ALL BUILD PROJECTS

SCHEDULING/REPORTING:

- Every store should have a minimum of one visit per month, without exception.
- Most department stores or high-volume stores should be scheduled bi-weekly for furniture (year-round) and grills (Feb-Oct)
- Scheduling consistency *is key*. Let the store know what day they should expect their builder so they can have pieces ready.
- A phone call to the store does not count as a visit and leaves no evidence that we even tried. We need a completed visit with a manager signed form every time.
- DO NOT reuse sign-off forms for any reason. DO NOT ask the store staff to sign your form until it is completely filled out.
- Every reported shift must have a sign-off uploaded with a manager's signature. After taking your picture, leave the hard copy with the store.
- Staffing extra builders usually increases time but not total quantity built!

FURNITURE

SCOPE:

- ***Our objective is to service their Furniture Dept!*** Think showroom quality work to help drive sales.
- Building any new/missing pieces (now includes upholstered!)
- Checking all displayed builds on the show floor and shelves (screws and legs tight, drawers open close easily, dusting, wiping down tables, filling in scratches, cleaning garbage, etc.)
- We are not contracted to build patio furniture, fire pits, gazebos, toys, or bicycles.

SCHEDULING/REPORTING:

- Visits should be reported at a minimum of 1 hour, as we should be spending an hour in the store working.
- Any stores reported over 14 hours per cycle need explanation/justification on what was built.
- Any items the customers have purchased and paid to have assembled need to be reported under a specific Customer Build shift, project #1365. Contact your supervisor if you have a customer build.

ASSEMBLY / IN-STORE NOTES:

- Be proactive! Look on the floor for missing pieces or empty spots on the shelves. Furniture sales are largely based on customers being able to see built pieces.
- If a store says they "*want to build their own*," We need an email from the Home Manager saying this, so I can pass it up the FM ladder. Without that email, we are still responsible for the work.
- Assembly stickers **MUST** be removed from pieces when done building the piece.
- Some pieces need built twice, as noted on the sign-off.
- If nothing to build and you've serviced the sales floor, you can add fact tags/price tags, with store approval to pieces currently missing these.

GRILLS

- ***Grills are billed per piece built, not total reported time.***
- **Builds listed in the survey need to exactly match what the builder built during their visit that day**
- Reported time in PROD needs to be close the suggested time listed.
- We are contracted to build only grills listed on the sign-off, no write-ins.
- Be proactive! Stores are to have each grill displayed + some built to sell (build quantities for each are listed). If they have room for multiple boxes on the floor, they have room for built grills!