

* Customer service is the most important part of everyone’s job.
  + You will focus on customers and ensure you are not distracted by any other task
  + Never talk about customers in the store
  + Each customer will be met with “What can we help you with today?” or “What are you looking for today?” Or some other professional greeting.
  + Conversations between employees will stop when customers can overhear.
  + Customer service is how we compete – you need to represent Chuckles in the absolute best way possible.
  + Appropriate dress will be worn at all times. You are a professional working in an industry where appearance matters.
* No cell phones on the floor – period. You are free to use your phone during a break.
* Breaks – 15 minute break during each 4 hours of your shift scheduled when no one else is on a break.
* Lunch – Chuckles will pay you for a 30 minute lunch break. Any additional time off will be unpaid. You will record the extra time in the staff schedule calendar.
* Telephone Etiquette:
  + The phone will be answered with “Good Morning / afternoon / evening Chuckles” as appropriate for the time of day.
  + If the customer asks a question you cannot answer with a yes and you are not sure of the answer, you will pass the phone to someone who has the answer.
* Internet use restricted with the following exceptions:
  + To assist customers
  + For inventory pictures or competitor price verification
* Industry references:
  + No guidance to temporary stores – ever.
  + The Costume Shoppe, Don’s Hobby Shop, The Masque and local Dance supplies are fine when you are sure we do not have something that would work – use your imagination before saying we cannot fulfill their desires.
* Store Cleanliness
  + Garbages checked at least daily and emptied as required.
  + Vacuum done as required – never more than 3 days between
  + Kitchen – please clean up your dishes daily.
  + General dusting as required
* Staff meetings – To Be Finalized:
  + We will have regular staff meetings at the end of your shift – these are mandatory and paid for.
  + These will be scheduled at least 2 weeks in advance
  + We will be discussing relevant topics. If you have a topic you would like to discuss please provide it in advance to management. You are free to ask any question during these meetings – these do not have to be provided in advance.
* Obnoxious customers
  + Will be treated with respect as other customers are watching
* Illegal actions:
  + If being held up just hand over the cash – do not put yourself or others in danger
  + Shoplifting:
    - The most common scenario is a group where part of the group asks for assistance while others are shoplifting.
    - If you see someone shoplifting you ask them to see inside their bag / pockets / whatever. You cannot touch them or their property. I believe you can grab Chuckles property if accessible.
    - We have in the past help shoplifters in the store while the police have been called and take them away. No physical force can be used and do not put yourself in jeopardy – in many cases these people are high on something.
  + Drunk and disorderly – ask them to please come back another day when they are sober and strongly encourage them to leave.
* New employee orientation – to be reviewed during the first shift by the most senior person on shift:
  + Fire exits and opening procedures
  + First aid station
* Employee pay
  + Federal and Alberta TD1 forms will be provided and must be returned before you will be paid.
  + Employees are encouraged to provide banking information to management so electronic payments can be made to your bank account. Please provide cell phone number so we can get hold of you for requests / changes.
  + If you provide an email address you will receive your pay statement and bank payment notification via email.
  + Employees are paid on the 15th and the last day the month. We will try to get it into your bank account on or before that date and prior to a weekend – we cannot guarantee that this will happen in all instances.
  + You can receive your vacation whenever you desire it – we will pay it on your next paycheck.
  + Annual T4 forms will be provided to you at the address you have provided to management.
  + Busy season working hours
    - You will be paid as per Alberta labour laws – 1.5 x regular salary for all hours greater than 8 hours per day and 44 hours in a week.
    - All staff are expected to work the busy days at the end of the month.
  + Please schedule time-off in advance with management.
  + Sick days are not paid for. Excessive sick time will require a doctor’s note. Excessive is more than 7 days in a 12 month period.
* Opening / closing procedures
  + Smartvendor procedures are documented in the blue binder by the till.
  + The change in the back must be counted each day and the total stated on the close paper – there should always be $268 there.
  + Over or short within $1 requires no further investigation. Anything more than that requires re-counting and verification the proper opening float was used.
* Returns
  + No returns on wigs / costumes / make-up etc. Must be in unopened packaging etc.
  + Exchange only within 10 days with receipt and unused item in original packaging
  + This is meant to prevent abuse and not to make customers angry. Exceptions for regular customers or where clearly there has been no use of the product.
  + Most customers are fine with our non-expiring gift cards – if they really require a refund we can accommodate that.
* Receipts for payments
  + Payments for freight etc made by an employee require the receipt included in the daily paper with a note explaining who.
  + Music – keep it to popular radio stations. No personal music.