

Misty Jazz Records - Employee Handbook

Welcome to the Misty Jazz Family

This handbook is designed to help you understand our company culture, policies, and expectations. We're excited to have you as part of our team!

Company Culture

Our Values in Action

- **Passion for Jazz:** Share your knowledge and enthusiasm with customers
- **Respect:** Treat customers, colleagues, and vinyl with care
- **Integrity:** Honest grading, fair pricing, authentic service
- **Community:** Build relationships, not just transactions
- **Continuous Learning:** Jazz history is vast—we're all students

Employment Policies

Equal Opportunity

Misty Jazz Records is an equal opportunity employer. We don't discriminate based on race, color, religion, sex, national origin, age, disability, or any protected characteristic.

At-Will Employment

Employment is at-will, meaning either party may terminate the relationship at any time, with or without cause or notice.

Probationary Period

- **Duration:** First 90 days
- **Purpose:** Mutual evaluation period
- **Benefits:** Available after successful completion

Compensation & Benefits

Pay Schedule

- **Frequency:** Bi-weekly (every other Friday)
- **Method:** Direct deposit (preferred) or check
- **Time Reporting:** Submit timesheets by Monday 5 PM

Hourly Rates (as of 2026)

- **Sales Associates:** \$18-22/hour (based on experience)
- **Senior Associates:** \$22-26/hour
- **Specialists:** \$24-28/hour
- **Management:** Salary positions

Commission Structure

- **Individual Sales:** 2% on personal sales over \$5,000/month
- **Rare Finds:** 5% on items over \$200
- **Trade-Ins:** \$1 per approved trade-in processed

Benefits (Full-Time Employees)

Health Insurance

- Medical, dental, vision coverage
- Company pays 70% of premiums
- Eligible after 90 days

Paid Time Off

- **Year 1:** 10 days
- **Year 2-3:** 15 days
- **Year 4+:** 20 days
- Accrued monthly

Sick Leave

- 5 days paid sick leave annually
- Accrues at 1 day per 2 months

Holidays (Paid)

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving (Thursday & Friday)
- Christmas Eve & Christmas Day
- 1 Floating Holiday (employee choice)

Employee Discount

- 40% off all in-store vinyl
- 30% off online orders
- Special pricing on rare/collectible items

Professional Development

- \$300 annual budget for music education
 - Attend jazz festivals/events (select opportunities)
 - Vinyl grading certification reimbursement
-

Work Schedule & Attendance

Standard Hours

- **Full-Time:** 35-40 hours/week
- **Part-Time:** 15-25 hours/week
- **Flexibility:** Some evening and weekend shifts required

Scheduling

- **Posted:** 2 weeks in advance
- **Requests:** Submit 3 weeks ahead
- **Shift Swaps:** Allowed with manager approval

Punctuality

- Arrive 10 minutes before shift
- Clock in/out using time system
- **Tardiness Policy:** 3 late arrivals (>10 min) in 30 days = written warning

Absence Reporting

- **Call Out:** Notify manager at least 2 hours before shift
 - **Contact:** Call store directly, don't text/email
 - **No Call/No Show:** Grounds for termination
-

Dress Code

Professional Casual

- Clean, neat appearance
- Business casual or smart casual
- Jeans allowed (no rips/tears)
- Comfortable shoes (you'll be standing)

Encouraged

- Band t-shirts (jazz artists)
- Vintage/retro styling
- Name tag (provided)

Not Allowed

- Athletic wear/gym clothes
 - Flip-flops or beach sandals
 - Overly revealing clothing
 - Offensive graphics/language
-

Customer Service Standards

The Misty Jazz Way

Greet Every Customer

- "Welcome to Misty Jazz Records!"
- Make eye contact, smile
- Offer assistance within 2 minutes

Active Listening

- Ask about their musical preferences
- Understand their needs before recommending
- Share your knowledge generously

Product Knowledge

- Know our inventory
- Understand vinyl grading system
- Be honest about condition and value

Handle with Care

- Always handle vinyl by edges
- Use inner sleeves
- Demonstrate proper handling to customers

Go the Extra Mile

- Play samples on store system
 - Research rare titles
 - Follow up on special orders
-

Vinyl Handling & Grading

Grading System

- **M (Mint):** Perfect, unplayed
- **NM (Near Mint):** Excellent condition
- **VG + (Very Good Plus):** Light signs of use
- **VG (Very Good):** Moderate wear
- **G (Good):** Heavy wear but playable

Handling Protocol

1. **Clean Hands:** Always
2. **By the Edges:** Never touch grooves
3. **Inner Sleeves:** Required for all records
4. **Outer Sleeves:** For valuable/collectible items
5. **Inspection:** Check every purchase/trade-in

Pricing Authority

- **Under \$50:** Any sales associate
 - **\$50-\$200:** Senior associate or manager
 - **Over \$200:** Manager approval required
 - **Rare/Collectible:** Owner consultation
-

Cash Handling & Security

Register Procedures

- Count drawer at start/end of shift
- No personal money in register
- Void transactions require manager approval
- Large bills (\$50 +): Check with marker

Security Measures

- **Valuable Items:** Kept in locked case
- **After Hours:** Alarm system armed
- **Cash Drops:** Every \$500 in register
- **Closing:** Two employees minimum

Loss Prevention

- Monitor customers politely
 - Bag check policy for large bags
 - Report suspicious behavior immediately
 - Inventory audits quarterly
-

Technology & Systems

Point of Sale (POS)

- Training provided first week
- Look up inventory
- Process sales, returns, trades
- Print receipts/invoices

Customer Database

- **Privacy:** Protected information
- **Email List:** Opt-in only
- **Do Not:** Share customer data
- **Updates:** Keep records current

Social Media

- **Official Accounts:** Management posts only

- **Personal Accounts:** Don't post company photos without permission
 - **Tagging:** OK to tag us in your jazz-related posts
-

Trade-In & Consignment

Trade-In Process

1. Customer brings records
2. Inspect condition thoroughly
3. Research values (use Discogs, Popsike)
4. Offer: 50% of expected selling price in store credit, 40% cash
5. Document in system

Acceptance Criteria

- **Quality:** VG condition minimum
- **Demand:** Must be saleable
- **Genres:** Jazz focus (95% jazz, 5% related genres)
- **Reject Politely:** Explain why if declining

Consignment

- 60/40 split (store/consignor)
 - 90-day agreement
 - Monthly payouts
 - Manager approval required
-

Safety & Workplace Policies

Workplace Safety

- Report hazards immediately
- Keep aisles clear
- Lift properly (team lift over 40 lbs)
- First aid kit location: Behind counter

Substance Abuse

- **Zero Tolerance:** No drugs/alcohol on premises
- **Impairment:** Grounds for immediate termination
- **Testing:** Random testing allowed

Harassment & Discrimination

- **Zero Tolerance** policy
- Report to management immediately
- Confidential investigation process
- Protection from retaliation

Breaks

- **Paid Break:** 15 minutes per 4 hours
 - **Lunch:** 30-60 minutes unpaid (6+ hour shifts)
 - **Break Room:** Employee area in back
-

Performance & Development

Reviews

- **Probationary:** 90-day review
- **Annual:** Performance & compensation review
- **Informal:** Ongoing feedback

Growth Opportunities

- **Training:** Cross-training in different roles
- **Advancement:** Promote from within
- **Specialization:** Become genre expert

Disciplinary Process

1. **Verbal Warning:** First offense
2. **Written Warning:** Second offense
3. **Final Warning:** Third offense
4. **Termination:** Fourth offense or serious violation

Grounds for Immediate Termination

- Theft or dishonesty
 - Violence or threats
 - Harassment
 - Substance abuse
 - No call/no show (3 instances)
-

Communication

Staff Meetings

- **Monthly:** First Saturday, before opening
- **Attendance:** Mandatory (paid)
- **Topics:** Sales, new inventory, updates

Manager Availability

- **Open Door:** Speak anytime
- **Scheduled:** Book 1-on-1 meetings
- **Emergency:** Contact immediately

Feedback

- We value your input
 - Suggestion box in break room
 - Anonymous feedback option available
-

Resignation

Notice Period

- **Preferred:** 2 weeks minimum
- **Professional:** Written notice
- **Exit Interview:** Help us improve

Final Paycheck

- Paid on next regular payday
 - Includes unused PTO (full-time only)
 - Return all company property
-

Acknowledgment

By signing, I acknowledge I have received and read the Misty Jazz Records Employee Handbook and agree to abide by its policies.

Employee Signature: _____ Date: _____

Print Name: _____

Questions? Contact Sarah Chen, General Manager Email: sarah@mistyjazzrecords.com
Phone: (415) 555-5202

Handbook effective: January 1, 2026 Management reserves the right to modify policies with notice