

Sales Manual for Jimmy Jazz Sale Associates



**Prepared for
Jimmy Jazz**

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Introduction to the Sales Manual for Jimmy Jazz Sale Associates

Jimmy Jazz provides an updated Sales manual to thoroughly explain the responsibilities for upholding the company standards regarding sales and services. This Sales manual is strictly for sale associates to demonstrate the proper way of greeting customers, handling merchandise, logistics, department maintenance and managing time. Jimmy Jazz has the right to make necessary changes at any time to the rules and policies within this manual.

The Company's President and CEO are the only individuals who are allowed to make further agreements with any employee that are contrary to this Sales manual. Jimmy Jazz insist that the President or CEO documents and sign any changes to the Sales manual or formed agreements. This Sale manual nullifies all of Jimmy Jazz previous protocols and handbooks.

Jimmy Jazz is striving for excellence. Each employee must commit to providing the highest level of service to customers by applying their creativity and skills in all areas of the business. This Sales manual intensely states all guidelines to help Jimmy Jazz progress in the industry.

Attendance Policy for Jimmy Jazz Sale Associates

All employees must arrive to work on time because it shows the manager that the sale associate is responsible, reliable, trust worthy and respects their co-worker's time. If the sale associate is being paid for eight hours, then the employee must give the scheduled hours of their time to the company. To ensure that all staff members respect the workload of others, Jimmy Jazz recommend all employees to arrive to work five minutes before his or her starting time. Sale associates who are also cashiers must arrive to work ten minutes before their start time, because he or she needs time to recount the register and relieve the other cashier.

Whenever an employee is late or is unable to arrive to work, he or she must call the Department Manager two hours before the time in which the employee begins work. Jimmy Jazz also requires all employees to call the Department manager each workday that he or she is absent (unless the company is aware that the employee is unable to call because of an ill-related issue). Whenever the staff member is absent from illness for more than three days, he or she must submit a doctor's slip before returning to work. All employees must comply with this attendance policy or the Company will issue a pink slip to discharge the staff member.

Leave of Absence Policy for Jimmy Jazz Sale Associates

Jimmy Jazz allow staff members to take a leave of absence by filing a Time Off Request form during the pay period in which the employee is absent. Employees can get an application from the Department Manager and return the form in the Time Off Request box in the office. The process of approval will take up to two business days.

As for religious holidays, Jimmy Jazz require staff members to submit a copy of the state rules and procedures regarding those days along with the Time Off Request form. If an employee experience death in the immediate family, a leave of absence is up to three days with guaranteed pay. Jimmy Jazz only consider children, siblings, spouse and parents as immediate family. Employees must notify the Department Manager of the death as soon as possible. Before returning to work, the staff member must bring a copy of the death certificate or obituary to validate the application of this leave policy.

Employees requesting time off for other personal reasons must speak with the Department Manager for approval. Staff members must present at least two forms of documentations validating their reason for an extended absence. The approval process takes up to ten business days. The Department Manager will decide payment options (if any) and the acceptable time period of absence.

Dress Code Policy for Jimmy Jazz Sale Associates

Jimmy Jazz requires all sale associates to dress for success. In order for the business to progress in the industry, every employee must come to work wearing their Jimmy Jazz badge and the appropriate clothes. If an employee wear anything other than the appropriate dress code listed below, the Department Manager will send the staff member home to change clothes. The employee must clock-out if the Department Manager sends them Home. The staff member will be able to clock-in after returning from home. All of the following clothes are acceptable and suitable for every employee at Jimmy Jazz:

- Suit Jackets
- Sports Casual
- Blazers
- Shirts/Blouses (Long and Short Sleeve only)
- Banded Collar Dress
- Long Sleeve Polo Shirts
- Short Sleeve Polo Shirts
- Sweaters/Cardigans
- Turtlenecks
- Dress Pants
- Khakis/Chinos
- Jeans
- Lace-up Leather Shoes
- Loafers/Slip-on Leather Shoes
- Boots
- Athletic Footwear/Sneakers
- Belts
- Ear rings (Girls only)
- Jewelry

Employees must keep all tattoos covered while on duty. If the employee has a tattoo on an area that is difficult to cover, he or she must place a bandage over the design until their shift is over. All employees must arrive to work with stainless, odorless and wrinkle-free clothes. Every staff member must comply with arriving to work looking professional and tidy, or the Department Manager has the authority to send the staff member home or further disciplinary actions.

Payroll Policy for Jimmy Jazz Sale Associates

Before employees are able to clock-in, they must take all purses or bags to the back room. Sale associates also have to put their phones in the office prior to clocking-in. Jimmy Jazz only wants the best for the company. If employees are on their phones throughout their shift, then the sale associate's productivity will decrease and results in the company losing money. Every employee must have a valid fingerprint to clock-in. After the staff member enters their given identification number in the computer, he or she will place their finger on the Digital Fingerprint Reader to officially clock into the system.

Employees that may forget to clock-in must notify the Department Manager immediately. The Department Manager will record the worker's hours on a time sheet and submit with the time records. This rule also applies to new workers at Jimmy Jazz. If the new sale associate is waiting for their fingerprint and identification number to process into the system, he or she must notify the Department manager to submit their hours with the rest of the time records.

Employees who work for at least six hours has the opportunity to take a thirty minute meal break. Sale associates must clock-out while on meal break and clock back in when returning to work. Another employee must recount the register to relieve the cashier on duty that wants to take a break. This rule keeps track of the total hours each individual work and also properly maintaining the cash register. Every employee receives a check every two weeks. If a payday is on a holiday or weekend, employees will receive their money the following day. Please see Human Resources for more information about direct deposit.

Performance Policy for Jimmy Jazz Sale Associates

Sale associates are responsible for maintaining high quality customer service through greeting, selling, and servicing all customers. Immediately greet the customers when they walk in the store. Employees are responsible for greeting customers with open-ended questions and introducing themselves to make the customer comfortable enough to ask the staff member about any product Jimmy Jazz offers. For instance, if a customer walks in the store, an employee will say, "Hello, Welcome to Jimmy Jazz. My name is Sam. Are you looking for anything in particular today?" This example demonstrates the best way to greet the customers because the consumer now has the opportunity to explain or ask about anything.

Jimmy Jazz always receive calls from customers who have questions or praise reports. Whenever an employee answer the phone, he or she must state the store name, a relative location, their name, and promote a merchandise in the store. For instance, when a customer calls, an employee will say, "Jimmy Jazz Southwest Center where we offer belts up to 75% off. You are speaking with Tionna. How can I help you?" This example demonstrates the proper way to answer the store phone.

Daily Goals for Jimmy Jazz Sale Associates

Jimmy Jazz have a daily performance goal for sale associates. After clocking in, the sale associate must sign their initials by their initiated goal to acknowledge what is expected for the day. At the end of the shift, the manager evaluates each employee's UPT (units per transaction) and total balance earned to determine who is doing their job. The higher the employee's UPT, the more items customers purchased during their visit. The managers combine those numbers at the end of the week to determine how many hours the sale associates earned for the following week.

Jimmy Jazz expects every employee to sale more than one item to a customer. Sale associates must add to the customer's purchase. For instance, a customer is purchasing a pair of shoes. The employee offers the customer shoe cleaner that is only \$4.99 and proclaims the advantages of the product. Jimmy Jazz sale associates must be able to advertise all merchandise in the store. Promoting the company's product is the key for Jimmy Jazz to progress in the industry.

Shipment Policy for Jimmy Jazz Sale Associates

Jimmy Jazz receive new shipment of shoes and clothes every week. All employees are responsible for finishing at least three boxes, along with meeting the store goal, and providing great customer service a day before clocking out. Each board serves a purpose to create different style appearances when displaying the company's merchandise. For instance, an employee will use a Men's board to fold a Men's shirt to display on the adverting table. The process below will demonstrate the proper way employees must handle all of Jimmy Jazz shipment.

1. Grab a shirt out of the shipment box.
2. Pierce the sensor pin in the middle of the collar shown in Figure 1.



Figure 1. This image displays an employee piercing the sensor in merchandise.

3. Attach the ink pack directly behind the sensor pin on the back of the shirt to secure the merchandise shown in Figure 2.



Figure 2. This image displays an employee securing the merchandise.

4. Press the sensor tightly after attaching it to the shirt.
5. Lay the shirt face down on the folding table shown in Figure 3.



Figure 3. This image displays a shirt placed face down.

6. Place the Men's folding board directly in the center of the shirt shown in Figure 4.



Figure 4. This image displays a Men's folding board in the center of merchandise.

7. Fold the left sleeve to the center of the folding board shown in Figure 5.



Figure 5. This image displays an employee folding left sleeve.

8. Fold the right sleeve to the center of the folding board shown in Figure 6.



Figure 6. This image displays an employee folding right sleeve.

9. Fold the end of the shirt to the center of the board shown in Figure 7.



Figure 7. This image displays an employee preparing to fold the end of the shirt.

10. Place your left hand in the center of the board to secure the fold shown in Figure 8.



Figure 8. This image displays an employee preparing to remove the folding board.

11. Slide the Men's folding board out of the folded shirt shown in Figure 9.



Figure 9. This image displays an employee removing folding board.

12. Grab the end of the folded shirt shown in Figure 10.



Figure 10. This image displays an employee preparing to finish the fold.

13. Fold the end of the shirt evenly to the top of the shirt shown in Figure 11.



Figure 11. This image displays an employee completing the fold.

14. Flip the shirt over gently to display on the advertising table shown in Figure 12.



Figure 12. This image displays the completed fold of the merchandise.

15. Stack the shirts on the advertising table from the biggest to smallest size to keep the product presentable to the customers shown in Figure 13.



Figure 13. This image displays the proper way to stack the shirt on the advertising table.

16. Repeat the following steps until the box of shipment is complete.

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This Sales manual is the key for Jimmy Jazz to a healthier business. This handbook will promote Jimmy Jazz by attracting and engaging customers because the sales associates will provide outstanding services. All employees must sign and date below to ensure that every sale associate is aware of all policies in this handbook. Employees must tear the signed document along the dotted line and return it to the Department Manager before able to work.

Date

Employee's Signature

Employee's Name (Type or Print)