

The 5 main customer service standards are:

- Greet every customer
- Monitor register lines
- Answer calls within 3 rings
- Make announcements every 15 min
- Lead customer to find items



Reference assignment sheet for break, lunch, and floor work assignment

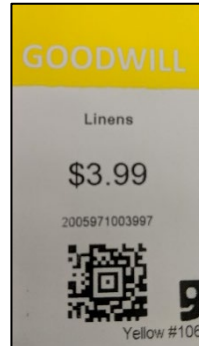
Announcements:

- Follow company guidelines for announcements
- Use friendly and cheerful tone of voice
- Mention date of next 50% sale day
- Do separate announcement for Change Campaign

Phone and PA Guidelines: (do not mention reason for page)

- For a bill check, page a manager
- For a cash drop or if someone calls for a manager, page a member of management

COLOR COORDINATION CHART	
Yellow	[Yellow swatch]
Orange	[Orange swatch]
Red	[Red swatch]
Burgundy	[Burgundy swatch]
Purple	[Purple swatch]
Pink	[Pink swatch]
Green	[Green swatch]
Aqua	[Aqua swatch]
Blue	[Blue swatch]
Beige	[Beige swatch]
Rust	[Rust swatch]
Brown	[Brown swatch]
Grey	[Grey swatch]
Black/White	[Black/White swatch]
Black	[Black swatch]
White	[White swatch]



Floor work task descriptions:
Colorizing – Arranging clothing, linens, and shoes according to the color chart.
Facing – In clothing and linens, the right side always needs to be facing outward.
Pulls – After six weeks, depending on stock rotation, items are pulled from sales floor starting Friday for distribution to the ROC. What to pull is determined by color of the week.
Re-tagging – Re-printing a price tag for an item without a tag. All items must have a proper tag before leaving the store.
Sizing/Grouping – Sizing is arranging items by size, starting with small and going up to the largest size. Grouping is placing like items together and is used throughout the store.