

Store Policies and Procedures Guide

1. Introduction

This Store Policies and Procedures Guide provides a framework for the daily operations, expectations, and conduct of all employees within our store. All staff members are required to read, understand, and comply with these standards.

2. Store Hours & Attendance

- Regular store hours: Monday â€“ Saturday, 9:00 AM â€“ 8:00 PM; Sunday, 10:00 AM â€“ 6:00 PM.
- All employees must arrive at least 10 minutes before their shift.
- Absences should be reported at least 2 hours before the scheduled shift.

3. Dress Code

- Approved store uniform or smart casual attire.
- Name badge must be worn at all times.
- No open-toed shoes or hats (except for religious or health reasons).

4. Customer Service Standards

1. Greet all customers within 10 seconds of entering the store.
2. Offer assistance and product recommendations as needed.
3. Handle complaints promptly, respectfully, and escalate to management if necessary.

5. Cash Handling Procedures

1. All transactions must be processed through the POS system.
2. Count cash drawer at the beginning and end of each shift.
3. Report discrepancies immediately to the store manager.

6. Returns and Exchanges

- Returns and exchanges are accepted within 30 days of purchase with receipt.
- Items must be unused and in original packaging.
- All refunds are issued in the original method of payment.

7. Safety & Security

- Keep emergency exits clear at all times.
- Follow the storeâ€™s procedure during emergencies (fire, theft, etc.).
- Report all safety hazards and incidents promptly.

8. Cleaning & Maintenance

- Maintain cleanliness of sales floor, counters, and back areas.

- Dispose of trash in designated bins only.
- Restock shelves as needed and ensure all products are properly labeled.

9. Employee Conduct

- Treat customers and colleagues with respect at all times.
- Personal phone use is prohibited during working hours (except emergencies).
- Consumption of food and beverages is restricted to designated break areas.

10. Signature & Acknowledgment

By signing below, I acknowledge that I have read and understood the Store Policies and Procedures Guide, and agree to comply with all stated rules and regulations.

| Employee Name | Signature | Date |
|---------------|-----------|------|
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