



Employee Training Manual July 2021

There are 3 different components to store documentation:

1. The Employee Training Manual (following) that provides you with employment information and policies
2. The Front Counter Manual. This manual remains in the store and is located under the front counter. It provides training documentation for the front ipad register.
3. The Back Room Manual. This manual remains in the store and is located on the back room shelf near the computer and telephone. It provides training documentation for accessing website orders and mailing them out, as well as assembling store-made items.

.....

Basic Policies and Procedures

Introductory Company Information

Welcome to The Olde Town Spice Shoppe

Welcome aboard!

We are glad to have you as part of the spice shop team. We have GREAT CUSTOMERS and an even GREATER TEAM of staff who are all willing to help you learn the products and procedures and things not only in the store but in the food trends of our customers. Things are always changing and evolving, so don't ever hesitate to ask for help or direction!

Company History

Molly and Ray began the shop over 30 years ago. Then the Urbanowicz family purchased it in the early 90's. The entire family has extensive grocery experience and brought those skills to the revamp of the shop. Carol (Urbanowicz- Hurst) and John bought out the rest of her family in 2012.

The Olde Town Spice Shoppe™ is located in the home of one of the first physicians in St. Charles County, Mo., built in 1811. The brothers, Dr. Millington and Dr. Seth were famous for their botanical gardens and also owners of the castor oil factory. They

planted approximately 50 acres of the castor bean plants which was grown and pressed into castor oil in 1802. St. Charles became the center of the castor oil industry.

Company Philosophy

Our mission is to help our customers better enjoy time with family and friends through food. We realize that many of lifes' most precious memories are with those you care the most about while gathered at the table. Whether it's a Little League cookout celebration around a picnic table, the Thanksgiving table with family and friends, or blowing out the candles for a birthday celebration, food is always there. Maybe it's a favorite, traditional family recipe, something that piqued your interest in a magazine, on social media, from a friend, or your own unique food creation. Our spice shop has been an active part of our communities' kitchens for over 30 years. We love to help by offering advice on how to cook a particular dish, find a recipe or search out a gift for that special person on your list.

Our herbs and spices, sauces and marinades are hand-blended to enhance your cooking creations. When you buy spices online at The Olde Town Spice Shoppe we bring you the freshest, quality spices and seasonings. And our gourmet tea blends, whether in tea bags or loose tea, are widely enjoyed iced, or hot.

Reasons to shop with us:

- 1. "Shopping local"- we carry products from many local small businesses**
- 2. Customer service- something that online companies and big companies cannot deliver**
- 3. Wide variety of quality spices, herbs, teas, and specialty foods**
- 4. Customization- we can package up special amounts and blends**
- 5. Here for over 30 years- a solid part of the community**

Store Location

334 South Main Street, St. Charles, MO 63301

636.916.3600

spices@oldtownspices.com

Basic Employment Information

Employee Status

There are three categories of employees here. One being the store manager. This is a full-time, salaried position. They are responsible for the overall functioning of the store.

Second is a part-time Sales Associate. These positions are responsible for ensuring the customer is counseled in the best products to suit their needs, as well as operational elements including store stocking and clean-up.

The final category is Seasonal Employees. These are part-time employees that help augment our needs during festivals and peak holiday times.

The Olde Town Spice Shoppe has an "employment-at-will" relationship with its employees. This means that as a member of the staff, you are free to leave The Olde Town Spice Shoppe at any time, with or without reason, and the company has the same right to end its employment relationship with you. No one at The Olde Town Spice Shoppe has authority to make a contrary agreement with you except the owner. Any such contrary agreement must be in a formal written document and signed by the owner and you.

Orientation and Training Schedule

Critical documents for onboarding can be found on our website at www.oldtownspices.com. You will be provided with a hands-on overview of the operational elements of the store and products. We use a handy check-list to ensure we cover all of the areas. The store manager will monitor your progress and provide formative feedback and additional training when needed.

Ongoing training is provided during monthly team meetings.

items are what we have determined as base line non-negotiable standards for all team performance here at OTSS. This is a great foundational list upon which each team member can jumpstart from and then build upon, to increase their average customer sale as well as improve their personal performance as a team member.

- Warmly welcome and engage each customer, offering assistance and knowledgeable tips on products.
- Complete in full the daily task list.
- Upsell every customer. Always be 100% present in the shop mindset and ready to sincerely upsell products as opportunities arise during engagements with customers on the floor or at the register.
- Mention to all customers to sign up for our weekly newsletter full of recipes, tips & new products.

Confidentiality

You will be provided with access to non-public information regarding the store security (door code and key location), as well as cash placement and vendor/product information. This information is all private and owned by the Olde Town Spice Shoppe - the signing of the confidentiality agreement is required for all employees. Severing of this confidentiality is grounds for termination.

Disciplinary Policies

If store standards are not followed the store manager will bring them to your attention, along with direction on proper protocol. Continued negligence of the standards will be noted for your personnel file.

Further lack of attention to the reprimands may result in termination.

Compensation and Benefits

Pay Periods and Paychecks

All paychecks are direct deposited into your checking accounts. Access to the paycheck reporting can be found in the employee area of the website under "View my Paycheck". Pay periods are every two weeks. The pay period begins on a Saturday and ends in two weeks on a Friday evening. There are no loans or advances for paychecks. You are responsible for logging in to your paycheck account and ensuring all is showing correctly.

Eligibility of Benefits

Unemployment Benefits

If you are laid off, fired, or otherwise unemployed you may file for unemployment.

To be eligible for Missouri Unemployment Benefits, you must be a resident of Missouri and meet all of the following:

- Unemployed, and
- Worked in Missouri during the past 12 months (this period may be longer in some cases), and
- Earned a minimum amount of wages determined by Missouri guidelines, and
- Actively seeking work each week you are collecting benefits.

Insurance Benefits

No insurance benefits are supplied.

Retirement Benefits

No retirement benefits are supplied.

Vacation

The store manager gets 2 weeks of paid vacation time (a total of 80 hours). The manager also receives a mobile phone stipend. The manager cannot take vacation October-December due to the Legends and Lantern Festival and preparation and peak holiday store times, nor during additional festival times such as Festival of the Little Hills.

Part-time employees with tenure over 10 years receive up to 6 vacation days a year. Each day is calculated at 6 hours, for a total of up to 36 hours vacation a year.

All vacation time is to be used within the same year and cannot be carried over; vacation time is "use it or lose it". Vacation time cannot be cashed out.

Time away from regular scheduled dates must be made 1 month in advance. The form can be found on the employee area of the website, called Time Off Request, and provided to the store manager. Every effort will be made to accommodate the time off request.

The weekends between Thanksgiving and Christmas are blocked out for all employees (unavailable for time off) due to the peak time of the store.

Holidays

The store is open 7 days a week all year long except four key holidays: New Years Day, Easter, Thanksgiving, and Christmas Day.

Sick Days

The store manager receives up to 3 paid sick days a year.

Employees should call the store manager asap, or at least by 7 a.m. the day of the shift if the shift cannot be worked. Time off will not be paid.

If a 10+ year tenured employee calls in sick, a vacation day will be used, if available.

Employee purchase discounts

All employees receive a 25% store discount. All items must be rung at the register and the employees name noted in the discount field. All purchases must be paid at the time of taking the product. No purchases may be made "at cost".

Scheduling

Scheduling of work hours

Employee hours are posted on the online schedule, found on the employee area of the store website at www.oldtownspices.com. Schedules are posted 30 days in advance along with the category of the intended store duties the employee will have for that associated day.

Meals/breaks

Due to the limited staffing in the store most times, time "off" for meals and breaks are not possible. It is acceptable to grab bites between customers/when slow in the back room. Food is NOT allowed on the sales floor. You may keep a lidded beverage behind the counter to sip on when time allows.

Recording hours worked

Employees must clock in on the Revel (ipad) register at the beginning and end of each shift. The employees last four digits of the social security number is the personalized pin. Each time there is a login/logout a piece of paper verifies the log is produced for the employee on the register tape printout. If any anomalies are noticed or login/logouts forgotten, please contact the store manager. Further details on how to log in/out may be found in the front register manual.

Overtime

Overtime pay is not provided.

Absenteeism and Tardiness

Please note that "on time" means being in the shop, ready for work. Putting personal items away and utilizing the bathroom are to be conducted before the scheduled start time. Additionally, area festivals and events may draw large crowds that make parking harder to find. Employees are responsible for planning ahead for these times and arrive on time. Consult the store manager for alternative parking suggestions and timing.

Termination of employment for excessive tardiness or absenteeism may occur.

Responsibilities on the Job

Personal appearance and attire

- Acceptable clothing – two store t-shirts are provided. Additional ones are available for purchase. Long pants such as jeans, khakis and solid color pants are acceptable.
- State of the clothing – no rips, fraying hems, dirty clothing
- How it is to be worn –no low-riding pants, no midriff shirts
- Shoes – close-toed and closed heel shoes must be worn.
- Any clothing that may not be acceptable – no hats, no sweaters/coats over the store t-shirt (long-sleeved shirts without print may be worn under the store t-shirt)
- Personal grooming –general neatness, and cleanliness must be followed. No excessive odors, body or perfume. No wet hair.

Visitors on the job

We welcome visiting of your friends and family- but conversations are to be kept brief and to a minimum. Friends/family members are not allowed in the back room of the store.

Telephone use

Please answer the shop telephone as follows:

“The Olde Town Spice Shoppe, this is [insert name}. How may I help you?”

Many times, a phone customer has questions or needs follow-up. Please make sure to note your name, their name and phone, and the date, along with the question.

If the customer is calling to place a phone order, please follow the posted list of order information needed. The order is officially placed and charged via our website. See the back-room manual for specific instructions for this topic.

Personal phone calls or texts are to be brief and kept to a minimum. Excessive use will be addressed.

Computer use

We take specific measures to ensure the safety and security of our computers and website. All employees are not allowed to access personal web searches/sites, emails, or pornographic sites.

Parking

Parking spaces are most often found in the parking lot immediately behind the spice shop, between the shop alleyway and the river road. During peak times additional parking may be found parallel along the river road, in the Boat House parking lot, and nearby streets. Take time to familiarize yourself with alternate parking before the need arises.

Smoking

No smoking is allowed on shop property.

The shop policy for drug, alcohol, and weapons is zero tolerance. If an employee is caught with a weapon, using alcohol, or abusing drugs on the job, termination will occur and illegal activities will be reported to the authorities.

Employee theft

The theft (non-payment) of money or goods will result in termination. No product or shop beverages are to be taken/consumed without payment. Employee lockers are provided next to the back door for your use. You must provide your own lock and the locker must be emptied daily and the lock removed/left open for other employees to use.

Discrimination and harassment

We tolerate no discrimination or harassment of any kind. If employees feel they have been harassed or discriminated against they are to contact the store manager. If it involves the store manager, then the store owner should be contacted.

Store Policies and Procedures

Return policy

While we rarely receive them, we do accept product returns. If the return is over \$50, please contact the store manager. All returns are made via cash and protocol (see the front counter manual for further instructions) is provided.

Gift certificates

Our gift certificates are made of paper and have a unique number on them which is entered at the time of purchase so they are tracked for the customer's future use(s). Please reference the front counter manual for further instruction.

We also have online E-Gift Certificates and please also reference the back room manual for further instruction.

Shipping charges

All orders that require shipping are charged for shipping per the tiered grid on our website, and this is noted on a clipboard next to each phone as well.

If an order is made in store at the counter and the customer wants it shipped, please add on appropriate shipping via ADD-ON procedure to their ticket on the POS, then follow procedure in manual to fulfill and ship order.

If a phone order, follow the Entering A Phone Order procedure in the backroom manual, shipping should auto add when order is generated.

Phone orders

Please access the back room operational manual for instructions.

Merchandise hold procedure

Infrequently customers call to hold a particular item. Note the customer's name, phone number and the date. We will only hold items 3 days.

Special order procedure

Customers infrequently request special orders. If a customer is requesting something not currently found in the store, note the request, customer name and phone number, the date and your name and provide it to the store manager.

Layaway policy

Not provided.

Gift Registry policy

Not provided.

Daily Duties

Store opening/closing procedures

See instore training manual

Maintenance standards

If you notice some broken or needs repair in the store, please note the broken area, your name, and the date and provide the note to the store manager.

Workplace safety

Safety is of utmost importance. Areas to consider:

- Using ladders (and assistance when required) to access items up high
- Keeping the counter change drawer below the counter closed and locked at all times.
- Putting out the yellow “wet floor” signs when the floor is wet and seek to mop up the water.
- Bringing in the outside store signage when raining

Communication with manager/others

If you have unfinished tasks remaining at the end of the day that the following day team members can complete, then write down on a slip of paper and pin up on the board under the following day category.

If there is a request of item place a note with your name and date on the board.

If you notice inventory is extremely low or out of supply place note with your name and date on the board.

IF a situation arises needing attention or customer request is urgent you need to contact the store manager in person immediately.

Using the Register

See the cash register training manual

Merchandise Handling

Shipping procedures

See the back-room training manual

Merchandise receiving procedures

Count merchandise against the packing slip, sign and date the slip and stick in the wall slot.

Then price items with a marking gun, and put the merchandise on the floor of the backroom. If a price is needed, do a search in the POS for the item/price.

If an item is not in the system or something seems different about the item, make a note on the item and leave a message with your name and the date and all the details on the board for the store manager, or just tell them.

Defective merchandise procedure

If selling items are defective or broken, put a note as to the issue, your name and date. Put it on the store managers desk.

Expired Items

It's important to check dates of products when fronting shelves and restocking. Sometimes items do not sell before their best-by-date, so if you find expired items remove from the floor immediately and place in the back milk crates under the shelf then leave a note of what and how many for the store manager on the board.

What to Do When Things Go Wrong

Angry customer

Dealing with angry customers from time to time is par for the course, you don't have to handle extremely angry abusive customers alone. You are empowered to handle a customer and "make it right" for them. If further escalation is required, please notify the store manager. See the helpful training sheet to best deal with upset customers.

Shoplifters

If you notice any shoplifters do NOT approach them. Note the day/time and where you noticed it and notify the store manager. Additionally, any further details as what they were wearing, height, etc would be helpful in accessing the store video camera files.

Robbery

If you are ever faced with a dangerous situation in a robbery – don't resist. Give them whatever they want and let them get away. No amount of money or merchandise is worth your personal safety.

Try and remember as many details as you can for the police later: description of the person/people, their voice, their clothes, any vehicles involved, or any other details that may help catch the suspects later.

Immediately call the police and let them know what happened. Notify the store manager after the police.

Accident or injury in the store

If a customer is injured as well or an employee is injured use personal judgement...call 911 if it's a serious injury. Immediately notify the store manager. Note the customers name and phone information.

Power outage

If the power goes out and its daytime, the POS should be placed in "offline" mode and can work for a while on its battery to check out any remaining customers.

If the store is then closed, the POS register will then need to be officially closed after the power is restored.

Fire

There are 2 fire extinguishers in the store. One is located by the backroom sink; the other is in the tea hallway. Call 911 as you are exiting and notify the store manager.

Storm

In case of a tornado, flood, or wind or hail storm that damages the building contact the store manager. If a tornado is imminent, seek shelter in the backroom or in the store basement.

Computer/register crashes

See the front counter manual for instruction.

Sales and Customer Service

Pre-check

Before you hit the floor, do a pre-check of the store. Check for out-of-stocks, new markdowns, price increases, in general just things that may have changed since you last worked. There's nothing more embarrassing than to say to a customer, "I have just the perfect thing for you!" and then have it be sold out. Additionally, you will be filling up displays as the day goes on.

What does it mean to RESTOCK THE REGISTER AREA AND FRONT SALES ROOM?

It's important this front area is always kept fully stocked and cleaned. It's the first impression when customers enter and it also gets very dusty from the door being open.

- Always be mindful of the dust, using micro-fiber clothes to dust daily, products and surfaces.
- Fill candy steps area. If we are out of something write it on the board and find something similar to sell . this is an important 'impulse purchase' area. •Items around pinpad
- Fudge
- Mini spoons
- Display in front of tea scale •Wet-its •Basket below wet-its
- Shelves with Chai/teapots/etc •Davidson tea
- Torani syrups •Check the hidden shelves behind the tea sign for excess
- Check the lower shelves below the tea jars for excess
- One-pot coffees
- Infusers peg board
- Tea table and benches •East shelf area (fluff as needed with 'like'/appropriate items

- Grill or shipper by aprons
- Aprons
- Shipper by no salt area
- Center table–ALL 4 SIDES & drawers & tidy up the lower storage items if any
- Baskets around center table
- West wall shelf
- Micro popcorn stacker
- Spice list by door

Greeting

The greeting is an ice-breaker, a conversation starter. “Can I help you?” is not an acceptable greeting. Acceptable greetings include:

- Hi, Welcome!
- Hi, Have you shopped with us before?
- Hi, it’s a beautiful day out there today!

Adding-on

Attempting to add on to every sale is a non-negotiable standard. Period. Examples may include:

- Tea= infusers or an additional flavor
- Meat seasonings= our St. Charles Grill, a customer favorite
- Scones= ensure that they are aware of the “2 for” discount

Thank you

The standard should be everyone says “thank you” or “thanks” or “thanks for shopping with us”. “Have a nice day” or “have a good one ” is not the same thing and cannot stand alone as the ending. And if the *customer* thanks you, the employee, be sure your reply is “you’re very welcome” and not “no problem.”

Customer Service Standards

Our definition of customer service

Our definition of customer service is that the customer is our top priority. Period. Its our job to ensure we help them feed their family and friends. To make them the heroes at their table where they are making memories. We are there for them.

- We are interested in what they have to say, their questions and requests. The sharing of their recipes.

- We use our resources and abilities to help them make the perfect purchase and go above and beyond
 - If they are seeking a product we do not have, we will call other shops on the street to see if they have the product
 - Recommend related items...they love truffles and are purchasing Truffle Mustard...suggest our Truffle Mustard and Truffle Oil also

The customer experience

In our shop, customers can expect:

- To be warmly greeted
- To be engaged with beyond “let me know if you need anything”
- To have employees accessible on the sales floor to ask questions from and receive answers to questions
- To receive suggestions and education regarding products and cooking
- To be warmly thanked for visiting us/shopping

What the employee can do to satisfy the customer

You are the ultimate face of the store with the customers. You are empowered to take action to ensure their happiness and a positive experience with the store. Going the extra mile for personal service could be things such as:

- Adding ribbon to a package to be given as a present
- Offering (\$5 or less) gratis product to try or if the customer checked out and “forgot an item” so they don’t have to get back in line.
- Offering to “hold” their package behind the counter so they don’t have to carry it while shopping on the street (make sure to note their name and phone number)
- Offering our product list handout to take home, to use as a “shopping list” for their next visit with us.
- Offering to gift wrap a collection of products if for a special occasion