

## **WELCOME TO HOME LIVING!**

Congratulations and welcome to the Home Living family, where we take pride in treating each and every employee as a part of our family. By us giving you this packet, it means that we have confidence in your abilities to perform as an employee and fulfill your duties to the fullest.

The following pages will go through some of the Home Living policies, procedures, and other important information. If you have any questions regarding anything outlined in this booklet, please ask one of your supervisors.

From time to time your supervisor may deviate from the policies and procedures that are mentioned in this booklet. This non-enforcement does not represent any changes in policy; there may be certain circumstances that only the supervisors may be aware of, leading them to deviate from the regular rules. Home Living reserves the right to enforce any part of this manual at any time. Furthermore, the contents of this handbook are subject to change at any time at the discretion of Home Living.

We are glad to have you aboard, and hope that your future with us will be long and prosperous. Please be open to any constructive criticism along the way, and please feel free to let us know how we can improve. We are always open to suggestions that can improve our working environment, service, cost-cutting methods, and revenues. You should feel free to contact me at any time at (848) 391-7150 (cell).

**Let's work together as a team and do the best we can.**

**To building a great company,**

Deepak

### **Equal Employment Opportunity Policy**

There is only one thing for which someone will be rewarded at Home living: Performance. All employees will be treated equally with no discrimination in compensation and opportunities for advancement.

### **Honesty, Integrity, and Confidentiality**

Home Living has confidence that all employees will keep confidential to anyone, terms of employment or any other information gathered from or through using the resources of Home Living. Everyone will be expected to work only in an entirely honest and reliable manner with customers, clients, and the company itself. Furthermore, you will be responsible to making us aware immediately of any situation that raises suspicion. You should feel free to discuss anything with us, and remember that it will be kept only in strictest of confidence.

### **Customer Satisfaction**

Home Living is committed to providing our customers with the best service and value possible. Every employee of Home Living must understand that it is the customers that pay our salaries. Therefore no customer should go away without the best treatment. It is every employee's responsibility to make sure each customer is 100% satisfied. Each customer should be dealt with efficiently and promptly, but most importantly each customer should feel that they have received friendly service that's superior to anywhere else. Next time the customer needs furniture, he or she should come back only to you.

### **Answering Phone Calls**

Anyone that answers the phone calls must greet the call properly. For Example, one should say "Good afternoon, Home Living. This is A.J speaking, how can I help you?" Proceed to collect all useful information (Name, Invoice Number, Phone Number, and a message.) Try to solve any problems or inquiries at the spot. Do not just tell them to call the warehouse; first find a solution and if you cannot, then have them call the warehouse. Do not keep the customer waiting too long. If needed, collect information and call the customer back. However, if you tell them you will call them back, **YOU MUST CALL BACK**. Even if you do not have all the

information needed, you must still call back and give them an update. No customer should ever feel that we are unresponsive to his or her needs.

If someone calls and asks for the manager, do not just call us. First, find the urgency of the situation and do what you can to solve it. Then, either take a detailed message or call the manager right away.

At all times you must be courteous and polite to the customer. There should be no complaints from customers regarding impolite behavior and unreturned phone calls. This behavior will not be tolerated. The most important thing is constant correspondence with the customer. Remember, you are a representative of Home Living, and Home Living can only flourish by keeping its customers happy.

### **Learning to Multi-task**

As a salesperson at Home Living, your duties will go beyond just selling. You will be responsible for the upkeep of the store, including organizing, answering phone calls, selling, keeping the store clean, solving any immediate problems, etc. It can be difficult at times to be able to do everything at once, but it is pertinent that one is able to multi task. However, keep in mind the priorities:

- Solve any immediate problems.
- Help customers on the floor/ Sales.
- Answering phone calls/ customer needs.
- Making sure all paperwork is complete
- Organizing and filing paper work
- Keeping the store tidy

If you are in the middle of something else and a customer walks in, it is your duty to first provide assistance to customer. At a later time you shall return to your previous work and complete it. Plan such that you finish all your duties before it is time to leave, but understand that there may be times where you will have to stay late to complete your tasks. **DO NOT LEAVE WORK FOR THE NEXT DAY.** Before you leave, you should double check that you have completed everything on your task list and make sure that all phone calls were answered as promised.

### **Market yourself, item, and the store**

All employees, especially sales persons, must learn to market the industry. Home Living offers great prices with no gimmicks attached. (Of course no customer will tell you that our prices are better than others'.) However there will be times where a customer gets a better deal somewhere else and they want us to match the price. This is a tricky "game" that we all must learn to play. You have to remember that at our store the customer has convenience, great people, and a reputable company to back up the fine furniture. We sell only the best items at great prices, and this is something all sales people must believe. You will have to learn to sell based on reputation, quality, convenience, and our reliability. There are a lot of imitations and false promises made out in the market, and the customers must be made aware of the repercussions they may have while dealing with someone else. By the time customer is done talking to you, they should feel that you are the only person to deal with, and Home Living is the only company to purchase from. Even if someone else offers them less money, they should still purchase from us due to our quality and reputation.

Being a sales person is both an art and a skill. Each customer will be different and you will have to take a different route in marketing yourself and the items.

### **Attendance and Lateness**

In order for our company to operate and serve its customers efficiently, it is important that its employees are at work punctually and consistently. You are expected to be present at work promptly as scheduled, and to remain at work (aside from approved breaks) until the end of your scheduled workday. If you will be late arriving to work, you must notify your immediate supervisor of such lateness promptly, no later than one hour after the start of the workday, unless circumstances exist that would make it unreasonably difficult to provide such notice within that time frame. Repeated or excessive tardiness or unauthorized absences from work are grounds for disciplinary action, including termination of employment.

### **Dress Code**

A professional environment must be maintained at all times. Shirt and tie will be required for all male salespersons and all females should wear a professional uniform.

### **Smoking Policy**

Home Living has a No-Smoking policy for all our property. Smoking is not only discourteous to non-smokers but it is also harmful. If you need to smoke, do so only during your break, outside. **No Smoking will be tolerated.**

### **Sexual Harassment**

A topic of National concern, Sexual Harassment complaints and allegations can be so severe that this is an issue that needs to be addressed with the strictest enforcement. However this case is rather simple to avoid – no employee can touch, stare, or make any sexual or demanding comment to a fellow employee or a customer. It is not what you believe to be offensive or derogatory, but it is how the other person perceives your statement as being such. If because of the gender of one person, the other considers what is said or done to them as sufficiently severe or pervasive enough to modify the conditions of her or her employment and create an intimidating, hostile, or offensive working atmosphere, then this is considered a case of sexual harassment and is completely unlawful.

Home Living will not tolerate any acts of Sexual Harassment in any form without taking action. This conduct will be punished up to and including discharge from employment.

In conclusion, no more jokes, no more touching, and no more cunning comments. Just stick to business and there will be no problems.

### **Discrimination at Workplace**

Company employees shall enjoy a working environment free from harassment on the basis of gender, race, religion, sexual orientation, national origin, age, disability or veteran status. Any harassment based on the above is strictly prohibited, and constitutes grounds for disciplinary action.

If any employee feels as though they have been the victim of any of these types of harassment, he or she should report any and all incidents of such harassment to Human Resources immediately. Company's policy is to treat any such report as a serious matter, and no employee should fear any sort of reprisal or further harassment as a result of filing such a report.

### **Computer Use**

There is only one reason for the computer in the store – HLF software. The computer should not be used for personal use (including web browsing, email, chat, games, etc.) The store Wifi is also to be only used for store related purposes only.

### **Breaks**

All employees will be allowed a 30 minute break for every 6 hours worked, or 45 minute break if the work-day is longer than 6 hours. Use your judgment when taking a break – if there are customers in the store, wait a few minutes. Furthermore, take as short of a break as possible, since you never know when your assistance will be needed. You can also bring lunch/food back into the store, however if you chose to do so, please eat somewhere where it's not very visible.

### **Personal Matters**

We all have personal matters that need to be taken care of. We expect that you will be able to do this at your time off and not while you are on duty. If you have to make or receive a personal phone call we expect that it will be brief and infrequent.

### **Job Performance and Salary:**

#### **Probationary period:**

As a new employee you will be considered a probationary employee for the first 60 days of your association with us. Your employment during this period is considered on a day-to-day basis and provides us both with the opportunity to consider your suitability for continued employment. During this period Home Living has the right to discharge the employee of his or her duties without any indications or notice, and without the need for a reason.

#### **Performance Evaluations and Salary Reviews:**

There may be performance and compensation reviews at the end of the employee's 60-day probationary period, or on an as-needed basis. Additional such reviews may be performed by the managers in the company. Repeated

### **Pay Period**

Workweeks are Monday through Sunday. At the moment payroll is submitted to Heartland for processing on every other Friday following the end of previous 2 work weeks ending Sunday and direct deposits are made. All employees must log-in and log-out for managing their time clock. Commissions are calculated automatically by the software. By Law, Home Living is required to make deductions from your payroll, including Federal Tax,

Social Security Tax, State tax, and State unemployment insurance. Each employee must submit a W-4 form and claim the proper number of exemptions. It is the employee's responsibility to make sure all the information on the W-4 form is correct.

### **Sales Order**

- 3 copies of all invoices shall be printed: White copy shall remain for store records, Yellow copy is for the customer, and the Blue copy goes back to the warehouse. All finance documents should be attached to an additional copy of the invoice.
- Tax must be applied to all IN-State Deliveries and Pick Ups.
- If selling a floor model item, you must mention in the notes that the item is floor model, the location of the item, and have the customer sign that the merchandise is "as-is" and a "Final sale."
- Mark the Invoice Number on all payment receipts.
- Before your shift is over, you must bring all your invoices to your supervisor's attention. A sign-off on all sales must be done before each sales-person goes home for the day.

### **Deposits**

- At all times, try to get maximum deposit.
- Home Living has a strict policy of No Refunds.
- Lay-Away can be set up with a 10% deposit of the invoice.
- 50% deposit MUST be collected before the merchandise can be ordered. It should be made clear to the customer that the ordering-time will START from when 50% of deposit is received.
- There are no COD's – all merchandise must be paid in full before delivery.
  - Tip: It is easier to ask for \$1500 than it is to ask for \$150 as a deposit.
  - Try to mention that a certain percentage is required to start the order, this gives customer the impression that this is a rule.

## Delivery

Depending on the size of merchandise and distance to customer's house, the delivery should be calculated as follows:

- In State/Local Deliveries: Charge \$35+4%.
- For medium-range/near border of NJ: \$75+4%
- Any deliveries more than 75 miles out, pls ask either Deepak or me.

## Transfers/Changes to Orders

- There has been a lot of confusion while canceling one of the customer's orders and transferring balance to another. In this case, you must:
  - o First find out from the warehouse the status of merchandise. Once items have been ordered we cannot cancel them. If the customer persists then there is a 30% restocking fee. There is no alternate.
  - o If you continue to transfer then:
    - Any items no longer wanted must be returned and canceled. Appropriate amount should be deducted and returned (transferred or store credit).
    - Any NEW items must be entered as a new invoice all together.
    - When returning items make sure to remove appropriate taxes and fees.
  - o If canceling an invoice, make sure to collect the customer's yellow copy. If they do not have the yellow copy then make sure to have them sign White copy and note down Driver License number.
  - o Remember, **there are no refunds**. Only store credits towards something else.

## FINANCING

Home Living offers financing for our customers, and we have created a great and convenient program for our customers to be able to pay over a certain period of time without having any interest charges. What you have to keep in mind is that **financing costs us money!** Try to do 6 months same as cash (do not say "no interest, they mean different things) before you offer the 12 mo. SAC.

If you finance, here are some things to remember:



- The store requires a minimum of 30% deposit, and balance can be financed.
- If the customer's financed balance is approved, never say paid in full! Always say "balance to be financed". It is not paid in full until money is in the bank.
- Financing starts once merchandise has been delivered.
  - All application information should be complete and legible.
  - Copy of Driver's license is a requirement for Financing to go through.
  - Every piece of paper **must** indicate the invoice number on it.
  - Once approved, then create a sales slip and have the customer sign. Do not give a copy of this sales slip to the customer, as this will be done at the time of delivery.
  - Do not highlight or make any unnecessary markings on any finance documents.

## FINAL THOUGHTS

- **You are a part of a team.** As we grow, teamwork will become increasingly more important. Help each other out and work together in a professional manner. Do not make sarcastic or sly remarks. Just because you are comfortable saying something, doesn't mean the other's comfortable hearing it.
- **Talk less, do more.** There are a million ways we can improve. If you see one of them, take the initiative. You are here because we believe you can help make a change.
- **Take Pride in your store:** The location that you are assigned to should become your locale. Maintain the store as if it were your own. Take the initiative to improve little things as you see appropriate. You are expected to act professionally and efficiently at all times. There are 4 sections to the store – keep yourself familiar with all the new merchandise coming in. All catalogues, fabrics, and office supplies should be maintained in a neat and organized manner, and must be put back immediately after use.
- **Stay active.** If you are to sit down, do so in a subtle manner. When the customer comes, get up and greet them. Sales do not happen on their own; you have to create them.
- **Stay Positive:** If there is something on your mind, do not criticize or take it personally. Talk to your supervisor, and resolve any issues that are on your mind. You should feel free to talk to your supervisors if something is troubling you. We want to keep you happy.

**DISCLAIMER**

Nothing that's contained within this or any other handbook constitutes as a contract or agreement for a definite term of employment. Regardless of what's stated in any material, the employment relationship between Home Living and each of its employees is terminable at any time by Home Living. Home Living has the right to discharge anyone with or without good cause, without prior notice, and without complying with any applicable procedure. The company also continues to have the right to change the terms and conditions of employment, including but not limited to wages and benefits, as to any employee and the terms of any handbook, without the need of anyone's agreement. Further, Home Living will not tolerate any acts of, including but not limiting to, Sexual Harassment, Discrimination, Sabotage, Theft, Leaking information to outside parties, or Conspiracy. If you are suspected of any of the listed above you will be fired on the spot and all penalties, both criminal and civil, shall be enforced to the fullest.

AT WILL EMPLOYMENT CLAUSE: employment contract provision indicating that employer or employee may terminate the employment relationship at any time with or without cause:

In consideration of employer entering into this agreement, employee agrees to conform to the policies and rules of employer in effect from time to time. Each party to this agreement also agrees that employee's employment and compensation can be terminated, with or without cause, and without prior notice, at any time, at the option of either employee or employer.

This disclaimer may not be altered in substance or application except by written agreement signed by the owners of Home Living.

I, \_\_\_\_\_, have completely read and understand the terms of employment with Home Living and agree to abide by the procedures and regulations listed in *Welcome to Home Living*, Disclaimer above, and the *Sales Production Sheet*. I know what are the duties and responsibilities expected from me, and I promise to abide by the rules of working at Home Living. I also understand that I will work diligently and honestly in a timely and efficient manner. I realize that any act of Theft, Sabotage, non-confidentiality, Sexual Harassment, Discrimination, or alike, will be prosecuted in the strictest manner including loss of job at the spot.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_