



Code of Standards

1. Uniform Policy

All sales staff will wear polo shirts, or shirts with a collar. Shirt must be tucked into pants or shorts and worn with a belt. Pants must be blue jeans or khakis. Shorts must be mid-thigh length. All clothing worn must be clean and unwrinkled. (at least at the start of the day).

Managers and department heads must wear button-up shirts.

Loading staff are the only employees permitted to wear Warner's t-shirts.

Shoes must be close-toed. Clogs or slip-on shoes without backs are not appropriate.

All employees can wear baseball hats, sun hats, etc..to protect their skin. However, hats may not have a logo or an ad. They need to be neutral colors (ex. white, tan, but no black). Warner's baseball hats are usually available.

Nametags must be worn at all times by all employees.

All Sales staff must carry with them at all times:

- Pruner and scabbard
- Sharpie
- Sold Tags and Twist Ties
- Scissors or a pocket knife

2. Grooming&Hygiene

Personal hygiene - All employees must have a clean and fresh appearance at all times.

Fresh Breath

Personal fragrance should be **neutral** in scent.

All hair must be well groomed. Men with long hair must have it neatly tied back in a ponytail.

No facial piercings or visible tattoos are allowed.

3. Eating/Drinking

No chewing tobacco, drinking, chewing gum, smoking or eating anything in front of customers.

It is permissible for all employees to carry drinks with them at all times. Staying hydrated is extremely important in this climate, but do not drink in front of customers at any time.

Smoking/Chewing tobacco is only allowed in your car while you are clocked out and off the time clock.

4. Customer Service

10-foot rule - Any employee that comes within ten feet of a customer (or vice-versa) must greet the customer (with a smile on your face) and ask whether they need any assistance. Soft approach - don't attack.

30-second rule - Any customer upon entering the garden center must be greeted within 30 seconds.

Anyone you walk by, make sure you say "hi".

Carryout! Always, Everyone! Say 'Let me help you out with that', or 'which one is your car?'

Set standard by automatically breaking away from whatever you're doing, whomever you're talking

to - **pay attention to the customer!**

- 5. Positive Attitude
All employees need positive reinforcement about the job they are doing! Smile! Work together and have fun! You can always make up for lack of experience by having a great attitude and being helpful! Communication is the key!
- 6. Check in with Supervisor at the beginning and end of each shift. We all need to make sure we don't focus so much on projects that we ignore customers. **Customers are the reason we are here!**
- 7. No Loitering
Always find something to do. Standing around and talking creates a negative perception to the customer. As soon as a customer walks in, break away from other employees. No matter what you're discussing!
- 8. Phones
The phones are only to be used for business purposes **ONLY!** The phones may be used for personal use in case of emergency only, and with your supervisors authorization.
 - a.) Phone etiquette:
Answer by the third ring!
Answer, with a smile, "Thank you for calling Warner's Garden Center, this is _____, how may I help you?"
To put someone on hold:
 - ASK** whether you can put them on hold. "May I put you on hold for a moment?"
 - WAIT** for a response
 - GET BACK TO THEM** within 30 seconds. Even if you don't have the answer yet, at least come back and say, "I'm still checking", or "It will be just another moment" (The phone will beep after 30 seconds of being on hold.)
- 9. The following practices are **prohibited**, without exception!
 - a) Accepting tips, in any form, from customers.
 - b) Soliciting work or business for personal gain from Warner's customers. (ie: side jobs)
 - c) Removing discarded inventory from company property (dumpster diving, etc.)

I have read and understand Warner's Code of Standards in its entirety, and agree to adhere to these standards throughout the duration of my employment at Warner's Nursery.

Signature

Date

Printed Name