

TEAM SPIRITS

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TEAM SPIRITS
MEMBERS CODE OF PRACTICE

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THE TEAM SPIRITS CONCEPT –

One for all, all for one!

underlies why membership of the Sales Team with the fast growing reputation for high standards of professionalism and sales performance means so much more than working through an agency.

Clients appreciate the benefits of working with a Team of top performers

- Top performers can rely upon their Team colleagues to pull their weight
- Team Spirit membership is only for top performers who are prepared to work as a Team
- Team Spirits take great pride in the motivation, professionalism and sales ability of it's membership

If you have the motivation, professionalism, sales ability and necessary self-discipline you can become a member of the Top Team – Team Spirits!

With Team Spirits, you can do it,

With your help, Team Spirits members can do even more!

INTRODUCTION

The following notes are provided to help you understand the criteria required and expected of TEAM SPIRITS membership.

Every new member is required to undergo a process of membership induction dependent upon a work experience assessment. Training where appropriate may be provided in addition to any Client Product training that is appropriate.

Loyalty to the reputation and good standing of Team Spirits is of the utmost priority since valuable hard earned good will can be quickly jeopardised or lost through irresponsibility or disregard of common-sense rules which exist for the benefit of the membership as a whole and which must therefore be strictly observed at all times.

Through Team Spirits you can look forward to good financial rewards but you will also enjoy your work and involvement as a valued Team Player. If you have problems you can rely upon help at all times, you are a member not just of a sales organisation but of a family which has your interests primarily at heart.

As a representative of Team Spirits you are a very important member of a team opposed to an agency employee. As a member of this team loyalty is of the utmost importance. Team Spirits takes great pride in the service we give you as a team member and the service that we give to our clients. Your professionalism, motivation and sales ability will ensure your being requested for repeat bookings. As part of Team Spirits we want you to enjoy your work. If you have any problems all personal matters will be treated sympathetically and treated confidentially.

As a Member of Team Spirits the standard of service we give to our Client is of the highest calibre. If our client is not satisfied with any Team Spirit member, they could be replaced or the fee waived. In this instance the Team Spirit Member would not receive payment. The Client however is expected to inform Team Spirits Head Office within 1½ hours of the start of the booking.

GROOMING

You are in the business of selling fragrance, cosmetics and luxury goods. Your appearance must reflect this image at all times.

For Women

1. Dress either a) The agreed uniform as provided by the client or any specially agreed promotional uniform
b) If a uniform is not provided then the following should be worn:-
 - A plain black or navy blue suit or skirt. Skirts should be of reasonable length i.e. knee length but no longer than mid calf.
 - A simple plain white blouse.

2. Hosiery Must always be worn and should be flesh coloured, must be un-patterned and no more than 30 denier.

- 3. Shoes Must be either black or navy blue court shoes, professional in style and in good repair. They must be of a closed in style, boots, platform shoes, sandals, mules, etc., must not be worn.
- 4. Jewellery Must be business-like and discreet. Earrings should be gold or pearl in design and no larger than 1 & 1/2 cm diameter. Multiple earrings, ankle chains, etc., are not allowed.
- 5. Hair Must be well groomed and neat. Hair longer than shoulder length must be tied back. Hair accessories must be simple in style and in navy or black.
- 6. Make-up Must always be worn and should be light and fresh.
- 7. Nails Must be neatly manicured and nail polish un-chipped and in a subtle shade.

For Men

- 1. Dress either a) The agreed uniform as provided by the client or specified promotional uniform.
b) If a uniform is not provided the following should be worn:-
A dark conservative suit in either black, navy blue or grey.
A white or cream shirt.
A discreet tie.
- 2- Shoes Must be black, professional in style and appearance, clean and in good repair. Boots or sport shoes must not be worn.
- 3- Hair Must be neat and well groomed
- 4. Earrings Preferably, should not be worn and excessive jewellery is not permitted.
- 5. Socks Socks must be a dark business colour.
- 6. Grooming All male members must be freshly shaved. Beards and moustaches must be kept neatly trimmed.

In One to One selling you can only make a first impression once so make sure it's a good one – Remember its your reputation and that of Team Spirits.

STORE PROCEDURES

Booking in to Store

You must always sign in to the Store and always enter and leave by the staff entrance. You may need to arrive ½ hour before store opening on your 1st day to be on counter 10 minutes before the store opens.

Always report to the Counter Manager or the Department Manager.

Adhere to all Store Rules & Regulations e.g. where to keep your coat and handbag.

Confirm your day off if you are working a 5 day week and then inform the Team Spirits office.

Do not wander off your counter. You must only shop in your own time. Always return on time from your lunch and coffee breaks.

Store Approval

Store approval can be withdrawn for poor sales performance, bad grooming, bad time keeping or suspected breach of store security.

Remember

The 'rich and famous' shop too! Don't draw attention to them you should be tactful and polite. NEVER ASK FOR AUTOGRAPHS

RELIABILITY – POSSIBLY THE WORST HARM THAT YOU CAN DO TO YOUR REPUTATION AND THAT OF TEAM SPIRITS IS TO BE LATE OR FAIL TO REPORT FOR DUTY.

COMPANY PROCEDURES - SICKNESS & PUNCTUALITY

Sickness or Other Absenteeism

Once you have been allocated your assignments, it is entirely your responsibility to ensure that these assignments are completed.

Sickness or other reasons that may prevent you from completing any assignment should be reported to the Office at the earliest opportunity.

If you go sick or are involved in an emergency whilst on duty which prevents you from completing your assignment, you **must** inform the Duty Manager **and** the Team Spirits office immediately, whatever the time. The phone lines — **01932 567672** — are continually manned 24 hours each day for this reason.

Whilst the office will endeavour to find a replacement if you are unable to do so, please note that you are personally liable to provide an acceptable replacement to

complete your assignment(s). It is also your responsibility to agree and pass on a fee to your replacement.

Punctuality

Good time keeping is vital if you are going to be late for any reason you must phone the Team Spirits office. If you arrive late you could be sent home resulting in loss of pay. Anyone who is consistently late or found to be unreliable will be dismissed from Team Spirits.