

Employment Introduction

Welcome to LGI, we are a smoke free work place.

This booklet was written to give you the answers to the most often asked questions concerning policies and benefits, what we expect from you, and what you may expect from us in our combined efforts to serve our customers.

The more you learn about us, the better you will understand what we expect from you. The growth of this organization can be attributed to our employee's knowledge, skill and commitment to providing outstanding customer service. Our employees are a part of a team that values the individual strengths that each employee contributes.

This introduction has been prepared to give you general information about some of the work rules, work environment, and policies under which we operate. More extensive information is available from our employee handbook should you have any questions concerning interpretation of specific sections.

Dress Code (Work and Interview)

The proper dress code is Business Professional. All black , wrinkle-free, neat and clean. No Exceptions.

All employees are to be well groomed including freshly bathe, hair combed, nails neat and clean, and teeth brushed and fresh breath before arriving to work. Your personal appearance is important to your job and is a matter of public image for our company and a requirement for your employment.

Females: Required to report to work with makeup on and hair properly styled (no ponytails). Nails must be neat, clean and no chipped nail polish. Natural or clear coat is acceptable.

Males: Required to report to work with hair properly styled, beards/mustaches properly trimmed and other areas of the face shaved. Nails must be neat, clean and trimmed. Natural or clear coat is acceptable, no colored nails. Wearing ties with a collared shirt is encouraged.

All employees are required to wear deodorant and be freshly bathed. We encourage perfume for women and colognes for men.

No large or excessive facial piercings and/or gauges allowed. Large visible tattoos on arms, legs and back are required to be covered with clothing while at work.

Dress pants, Dress Collared shirt, Business Professional, Dress skirts, blouse and dresses are all acceptable items. Business professional dress shoes required. Females high heels, pumps and flats in black permitted. Males, black leather slip-ons, loafers and black work shoes (aka redwing).

No ball caps or hats. No gym/yoga clothes.

Shirts should be tucked in and pants belted.

No athletic shoes other than stated above , work boots, sandals, open toe shoes , jeans, T-shirts, shorts, see through clothing, midriff or crop tops, micro mini skirts or dresses

Coats should not be worn while working. Exception is allowed ONLY if the heating unit of the store is not functional.

Ask your self, is this what a sales associate in a major department store would where to work, if the answer is NO, then you need to change.

No one is to report to work looking like they just got out of bed. Your personal appearance is important to your job and is a matter of public image for our company and a requirement for your employment.

If you fail to come to work properly dressed you will have to go home and change. If you fail to comply you will be terminated immediately.

Smoking Policy

Le Tache / MVC retail stores are smoke free work environments. There will be no smoking on any company property. You may not leave your job to smoke.

Sales Associate Job Preview

We are pleased that you are interested in employment as a sales associate. We want to preview the job you can expect if hired as a sales associate in our stores. Your job with us is selling. Your job depends on it. We are a smoke free work place

We find that many applicants do not really understand what a sales associate does, that is why we want to take the time to make sure that you understand.

Primary Responsibilities

Sales

You are responsible for selling product directly to the consumer in one of our retail locations. You will help the customer find product they are looking for and answer any questions they may have about the product.

Customer Service

Besides helping the customers finding products they would like to purchase, you will also help them with any problems they may encounter after the purchase. This includes defective merchandise, incorrect package labeling, and other similar problems. You will find out how to deal with each of these in this handbook.

Merchandising/Cleaning

Your responsibilities will include vacuuming the floors, dusting the racks, straightening the product and keeping the counter clean and neat. You will also alternate cleaning the restrooms with other sales associates in the store.

A sales associate position can be very rewarding if you enjoy selling and helping people. Meeting sales and customer service goals will be challenging. There is a good bit of physical work as well.

Friendly Attitude / Customer Relations

We expect our customers to be treated with an exceptionally friendly attitude at all times. We require all customers to be greeted upon entering the store.

After the initial greeting, do not ask the customer if there is anything you can help them with. Instead, engage in conversation with the customer (talk about weather, current events, etc). At the end of that conversation, let the customer know you are there for them if they need any assistance.

It is encouraged to continue conversation with the customer while they are shopping.

Upon the customer exiting the store, they are to be thanked for stopping by and told to have a nice day/evening. Your employment will depend on this policy being followed.

All employees are to be polite and courteous to all customers. Do not argue with the customer about store policy, refer the customer to our website or feedback@letache.com

Customers are to be given all of your attention. This means being out on the sales floor in case your customer has any questions or needs.

If a customer would like to speak to a manager or there is any problem you cannot handle, refer the customer to our website or feedback@letache.com Advise the customer that someone will contact them within 24 hours.

Duties And Responsibilities

We work when our customers shop! Our stores are open 7 days a week.

Your employment involves lots of tasks such as dusting, vacuuming, cleaning restrooms, picking up trash from around the store, receiving and restocking inventory and moving merchandise. You should constantly be helping customers, straightening merchandise, and maintaining the overall appearance of the store.

Often you will work alone and without supervision. You must be able to perform your duties on your own without a manager instructing you every step of the way. The job requires that you are on your feet a majority of the day.

Work Schedules

Schedules are made weekly and will be available via our point of sale system and on our website. We expect our associates to be at work when scheduled and on time. Schedules may change at any time due to unexpected circumstances.

You should check your schedule daily.

If you are opening the store you are required to report to work 30 min before shift begins

Being late for work are grounds for immediate termination

- Management must approve all schedule changes.

Time-off requests must be given at least 14 days in advance of the date that is requested off. All requests must be made electronically on the employee section of the company website.

Work schedules involve days, nights, and weekends. We usually run a rotating schedule so you will work in different shifts different weeks.

If you are not able to work certain days or shifts, you need to inform us before you are hired. Emergency situations may require you to stay late or start early.

Employee Policies

Schedules will be made for Monday to Sunday.

Any request for time off must be in writing, at least two weeks before the requested date. You must fill out a Time-off Request Form on our website. Management will review your request and let you know.

Open and Closing Hours:

Opening shift is 9:30AM to closing Monday through Saturday

Sunday hours are 11:30AM-closing.

Leaving the store while on duty or closing the store early are grounds for termination

o Paychecks are sent to the store every Friday for the hours worked the previous week. You are not to open any other employees' paychecks.

o Family or friends MAY NOT pick up paychecks.

If you are sick and cannot work, you must call your manager at least 3 hours before you are scheduled to report to work. In the event we cannot find someone to cover your shift, you will be required to come in until we can find a replacement. Management must approve any extra hours, overtime or changes to the schedule.

Drugs or being intoxicated at LGI will not be tolerated. You will be terminated immediately. We may have random drug tests of our employees. If you test positive, you will be terminated. If you refuse to take the test, we will consider that your resignation.

After one year of employment you are eligible for a five day paid vacation (40 hours). If you choose not to take the vacation, you may elect to receive pay for the 40 hours. Vacation days cannot be carried over to the following year.

Pay increases are considered on the anniversary date each year of employment or from the date of your last increase (whichever is greater). Raises are based on sales performance and you are not guaranteed a raise on your anniversary. Pay increases are a reward for outstanding performance not length of employment.

Personal phone calls are to be kept to a minimum with no call lasting longer than three minutes. This is a business. If you carry a cell phone or pager it is not to be used during your shift, unless in case of an emergency situation.

Stores are to open and close on time. If customers come in or are still in the store a few minutes before closing, give them a friendly reminder of the time the store closes.

You are to ask for identification for anyone who appears under the age of twenty one (21) years

old. NO EXCEPTIONS.

You may not switch shifts with another employee without first obtaining approval from your manager. All employees involved must also agree to the switch.

Employee purchases will be handled by calling the main office M-F 10am to 5pm.

You are not to bring DVD's, books, magazines, games, computers, PDAs, backpacks, gym bags, or briefcases into the store during your shift. You are here to work.

If you are working less than six hours, you are not allowed to bring food into the store. If you are working more than six hours, you may bring something to eat. It is your responsibility to clean up any mess you make and dispose of your garbage.

You may only bring a bagged lunch or SMALL personal cooler.

No carry out or delivery of food.

Lunch may be taken after 1:00 PM for the opening shift.

Do not place food on the top of the counter. Keep all food under the counter.

You may not leave the store to get lunch or dinner.

Music in the store is for the customers. You may not listen to the radio, tapes or CDs. Each store has a sound system with a set "playlist". You are not to alter the music in any way including volume.

You may not enter the store thirty minutes before the store opens or be in the store thirty minutes after it closes unless approved by management.

No unauthorized persons may be in the store before opening or after closing.

No personal visitors are allowed in the store or behind the counter. No unauthorized persons may be behind the counter at any time. This includes employees who are not working.

There is to be no gossip or calling other stores to talk to employees. You are here to work not talk on the phone.

Employees should not discuss his or her pay rate with any other employees. Pay rates are based on experience, education, previous job history and job performance.

Employees may not make long distance phone calls for any reason on store phones. Store phones are for business use only.

Employees may not use personal cell phones while they are working unless in the case of an emergency. **This includes texting.**

- Employee's who are working in the stores on Friday are not permitted to leave the store to go and deposit/cash their check.

- Poor sales, unclean stores and/or parking areas, and not abiding by company policy are grounds for immediate termination. This is a work environment and all employees are to conduct themselves in a professional manner at all times. When you arrive to work you should be ready to start working.

Harassment Policy

We absolutely prohibit any form of employee harassment. This includes any and all harassment based on race, color religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status. Inappropriate interference with the ability of LGI employees to perform their expected job duties is not and will not be tolerated.

With respect to sexual harassment, LGI strives to foster a work environment free of unlawful sexual discrimination, sexual harassment or retaliation. Sexual harassment includes, unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Employees should not be made to feel that submission to sexual conduct is a term or condition of an individual's employment, or refusal of sexual favors creates an intimidating, hostile, or offensive work environment.

If you feel you may have been harassed, contact your manager or LGI human resources as soon as possible.

Equal Opportunity Employment Policy

LGI serves in, and practices, the principles of equal opportunity employment. It is our policy to recruit, hire, train and promote individuals, as well as administer all employment decisions, conditions of employment, and personnel actions, without regard to race, color, religion, age, sex, national origin or ancestry, marital status, status as disabled or veteran, or status as qualified person with a disability, or other protected status, in accordance with applicable laws. In this regard, we will take continuing action to ensure that knowledge and skill, and potential of all employees are fully utilized throughout the organization to the greatest extent possible. Any incident or situation that you believe involve illegal discrimination should be brought to the immediate attention of your supervisor or human resources department.

Americans With Disabilities Act

LGI strongly supports the policies of the Americans with Disabilities Act and is completely committed to treating all applicants and employees with disabilities in accordance with the requirements of that act.

LGI judges individuals by their abilities not their disabilities, and seeks to give full and equal employment opportunities to all persons capable of performing successfully in the company's positions.

LGI will provide reasonable accommodations to any persons with disabilities who require them, who advise the company of their particular needs. Information concerning individuals' disabilities and their need for accommodation will be handled with the utmost discretion.

Conclusion

Thank you for showing an interest in employment with our company. We look forward to meeting you in the interview.