

## Store Etiquette

We have three “stations” a person can be assigned to manage.

Shift Lead (key holder)

Shift Assistant

Henna

Shift lead will be greeting and checking out customers. (Greeting will fall to other members if Front Desk person is busy).

Henna Artist is in the Henna Studio and sometimes serves at front desk

Shift Assistant can be taking care of the space, wrapping products, greeting, etc. They are under the guidance and direction of the Shift Lead.

Greeting (Front Desk person):

Let the customers walk in the store completely.

Say: **Welcome to our shop. (Or something similar)**

Give them time to come in further.

Say: **We represent (20) Colorado Springs artists.**

Let them shop.

If they pick something up to buy, they are on the right track.

No need to chat. It may be distracting to them.

We have found LESS TALK IS BETTER.

As they are leaving you can tell them about our Wing Wall, coupon or give them a SIG Hand-out.

We want to communicate that we care about their needs. But we do not want to distract them from shopping.

ON THE OTHER HAND: We have times where we chat and connect and they buy lots of stuff!

Here are some guidelines for everyone working the store:

Stop all chit chat amongst ourselves.

Minimize use of phones, laptops.

Shift lead moves over to front desk after the people come in the store if they are not already there.

Move chairs at the henna station to the tables as close as possible.

Work on your own art at one of the stations.

When you have nothing to do: straighten, sort, disinfect, wash windows, clean surfaces, vacuum, dust, sweep inside and outside, check patio, walk up steps and check sign.

Other things:

It gets cold sometimes, and hot.

Bring food if you need to. Please don't bring stinky food. We have a small fridge and microwave.

Dress Code Policy for Owners and Volunteers:

Because we are a creative community many things that are not acceptable as "business casual" are acceptable here in our shop. Therefore, our Dress Code is described as "Creative Business Casual".

Jeans are acceptable. Any jeans that are ripped are fine, as long as the rips are located around the knee or lower.

The following articles of clothing are not appropriate while working in the shop or representing the business in the community:

- Any shirt, top or dress that shows any amount of cleavage at any time
- Spaghetti straps, tank tops, cropped tops, open midriffs
- Tight jeans, jeggings, leggings unless the rear and front are covered with a long top
- Short shorts
- Undergarments that are visible at any time
- Short skirts (best to have them down to the knee or longer). Please consider that you will be bending, stretching, reaching
- Let's work together to create a safe environment for our customers and one-another, keeping in mind our core values of excellence and love.