



## **Company Policy Book**

July 24, 2016

### **Tailwaggers and Tailwashers**

Hollywood / Bronson Store

1929 North Bronson Ave.

Hollywood, CA 90068

323-464-9600

### **Tailwaggers**

West Hollywood /Fairfax Store

801 N. Fairfax Ave.

West Hollywood, CA 90048

323-658-2222

**[www.TailwaggersPets.com](http://www.TailwaggersPets.com)**

## **Tailwaggers & Tailwashers Managerial Staff**

### Tailwaggers/Tailwashers Owner

Todd Warner 323.359.5559

### Director of Operations & Inventory

Kris Boling 323.384.8040

### Director of Sales & Experience

Monji Mohammad 415.613.5565

### Tailwaggers Managers

Bronson Carol-Ann Mejia 323.485.3956

Fairfax Rachel Doran 818.257.0857

### Tailwaggers Assistant Managers

Bronson Wendy Rios 323.316.8251

Bronson Leilani Hingada 818.480.2570

Fairfax Ken Woolston 310.867.5429

### Tailwaggers Inventory Supervisors

Bronson Peter Langowski 323.316.0258

Fairfax Ivan Staley 323.704.6216

### Tailwashers Grooming Manager

Bronson Matti Pazmino 213.309.9427

### Tailwashers Front Desk & Reception Manager

Bronson Ana C Batista 323.403.3403

# General Company Policies

## 1. Amendment to Policies or Procedures:

Understand that Tailwaggers/Tailwashers reserves the right to create new policies or procedures and/or change existing policies or procedures at any time. Any policy or procedure changes will be presented in writing. You must agree to learn and adhere to any and all policy or procedure changes.

If you have any questions or concerns about this Company Policy Handbook or any other policy or procedure, please ask your Supervisor.

## 2. Company Meetings:

Company meetings are mandatory and required for all staff members to attend. It is part of your job requirement to be here and is considered a scheduled shift. Calling in sick for a company meeting will require a doctor's note to return to work.

## 3. Educational Meetings:

Knowledge and education of our pet food and products is key to successful business. The more we know about what we sell makes us look good and both the company and the customer benefits from this positive experience. Because of this, we occasionally have product educational meetings that are a mandatory requirement. This opportunity to help you and the company grow.

## 4. The Parking at Tailwaggers/Tailwashers Bronson/Hollywood lot:

The Hollywood/Bronson parking lot is for customers only at all times. This includes when you are shopping, washing your own dog, store meetings before or after hours. No exceptions!!!

Hodes Parking is the parking service company at our Hollywood/Bronson location. If there is any customer complaints, questions or concerns, please direct them to Hodes Parking Management: Craig Hodes 310-266-9111

## 5. The Parking at Tailwaggers Fairfax/West Hollywood:

The building Owner/Management is requiring that all employees of 801 N Fairfax Businesses to park their vehicles on the lower level. This is the third level down.

Please be certain to park on the 3rd level which is into the garage to the point of being just before the gated residence parking. This leaves the prime parking for the customers of all of the businesses of 801 N Fairfax. This will also keep the Owner/management happy with the in-building employee parking and allows us to continue to provide an in building parking place for all of the employees of businesses operated out of 801 N Fairfax.

Store phones are for company business use only. If any employees need to coordinate personal exterior happenings, these need to be done from a cell phone while on break in an appropriate area for cell phone use. Using store phones on the clock to coordinate personal non-work related happenings is not permissible.

Any and all messages/notes weather originating verbally over the phone or from a customer in person should

## 6. Break Room & Bathroom:

We all must clean-up after ourselves when we eat in the break room. No food should ever be left there overnight. Please be mindful of your fellow employees and clean up after yourself in break areas and the bathroom. We must work as a team and be respectful of common areas.

## 7. Opening the Store:

Store must be opened on time with the opening duties followed. If there is any discrepancy in the opening amount count that should be in the drawer, make sure to inform Monji & Todd immediately. Once we are in the store and on the clock we expect customers to be attended to regardless being prior to opening hours.

#### **8. Closing out and Counting the Drawer:**

Drawers should never be counted out before the store closes and the store doors are locked. The opening and closing amounts in drawer should be exactly on, every time. Seal the envelope, sign, date, notes, etc. It is important that whatever you have written on the deposit envelope matches exactly what is in the deposit envelope.

#### **9. Closing the Store:**

Store should not close before closing hour. Until the time we have left the store we expect customers to be attended to. Please check to make sure everything is off and locked, this always includes the main water lines for all the tubs at Tailwashers Bronson (this includes Tailwaggers closers.) You should also check that all air conditioners are turned off and freezer doors are completely closed, at or below expected temperatures and lights are turned off.

#### **10. Change:**

Change in our registers and change box is for store use only. It is not for our personal use.

#### **11. Check Policy:**

We do not accept checks.

#### **12. Cleaning Duties:**

The cleaning duties should be completed every shift and the cleaning should be done thoroughly, to the highest standard. The Opening & Closing Duties Check List is to be fully completed. Please feel empowered to go above and beyond company expectations.

#### **13. Flirting Ogling with Customers:**

Tailwaggers and Tailwashers is not a place for any staff member to flirt or ask a customer out on a date while on premises. This includes ogling or staring at customers in a manner that makes them uncomfortable and engaging in ongoing inappropriate conversation.

#### **14. Stray Animals:**

For the wellbeing and safety of all the customers (people and pets) Tailwaggers and Tailwashers cannot take in any stray animals. We request that you use the microchip reader that we have in the office to try and find if the pet has a chip. If there is a chip: write down the chip number displayed on the reader and also the phone number from the back of the scanner and give that information to the person who found the animal.

**\*IMPORTANT NOTE!!!** If no microchip was found and the animal is in what you feel to be a questionable situation please contact Monji or Todd immediately.

#### **15. Internet Use:**

The internet can be used only for educational store related purposes only. **NO PERSONAL USE!**

##### **Store Pandora Use:**

When the store opens one Pandora Station should be selected, played and being managed by your supervisor. Please make sure the music playing is appropriate (in subject matter and sensibility) for the store and is at a volume that is not offensive or overwhelming to customers, pets and other employees.

# **Employee Work Responsibilities:**

## **16. Scheduled Shift Responsibility:**

Associate Employees as well as Managing Staff are responsible for their own personal shifts, for checking the schedule regularly, knowing what these shifts are and when you are working. The schedule is subject to change weekly so it must be checked regularly.

## **17. Requesting Alternate Shifts:**

We ask that any and all scheduling requests are submitted by the preceding Sunday for the following work week. Requests are not guaranteed and must be approved by the scheduling manager.

## **18. Divulging Employee Information:**

If anyone ever inquires about contacting anyone employed at Tailwaggers and this includes Todd, please take a message or if it is for Todd, you can pass them on to his store voicemail line. Also acceptable is passing on official Tailwaggers e-mails for any of the managers such as info@tailwaggerspets.com.

Sometimes it can just be a friend trying to catch up with someone who works here, but for the protection of your fellow co-workers, don't share the employee's info and instead offer to pass on the inquiring person's info. With the exception of managers, please do not offer to give out anyone's scheduled days. You can simply say that the schedule is always changing and you are happy to pass on their info to the employee.

## **19. Placement of EVERYTHING. Retail goods, supplies, tools, cleaning supplies...EVERYTHING:**

All tools or supplies available for employee use ie vacuum cleaner, files, cleaning products, tools, are to be returned to where their designated storage location spot is– ALWAYS. Everything has it's place.

## **20. New Pet Owners:**

We have packets for new pet/adoption owners, both for dogs and cats. As soon as you are aware that a customer has a new pet, you should give them a packet and assist them in any way you can taking them through the checklist. Let them know they can contact us anytime if they have questions or concerns about their new pet.

## **21. Repairs of Company Equipment:**

Please contact management IMMEDIATELY if there is any concern of any device, display or equipment that is in need of repair.

## **Security:**

### **22. Shop Lifting:**

Shop lifting is always prevalent. All employees should be aware of what customers are wearing (oversized coats or clothes), how they are acting (nervous – shifty) and what they are bringing into the store with them. Backpacks, large handbags and even their own reusable bags can be items that we should be extra aware of.

Employee theft is grounds for immediate termination. We will press criminal charges and prosecute the thief to the fullest extent of the law.

### **23. Alarm Codes:**

Certain employees and all managers have a specific alarm code. If you are empowered with the responsibility of a personal alarm code it should never be shared with anyone. This is a security issue and a violation of this could cause you to be involved in an investigation of any theft or robbery associated with your code.

### **24. Alarm “Panic” Button:**

There are panic buttons near the registers in all of our stores.

Bronson: Underneath Register#2

Fairfax: In between cat kibble/litter and store treats

These are never to be pushed unless there is an emergency in the store. They alert immediate ARMED RESPONSE! If it is an emergency, Push it!

## The Customer Experience:

### 25. WAGGERS Selling Behaviors:

**We expect that our staff interacts with customers using the WAGGERS selling behaviors to inspire healthy pet lifestyles by creating authentic experiences.**

**Welcome:** Staff "Welcomes" each customer as they enter the store

**Attract:** Staff "Attracts" and creates customer relationships with each customer through continually ongoing engaging conversations

**Grasp:** Staff "Grasps" each customer to understand the customer's needs and wants by asking open ended questions

**Guide:** Staff "Guides" each customer through consulting about product options

**Educate:** Staff "Educates" each customer by informing them of other product options that may benefit their pet

**Reassure:** Staff "Reassures" the customer and gives them peace of mind on how the guided & educated items will make a difference

**Standing ovation:** Staff creates a "Standing Ovation" with each customer celebrating their experience and the opportunity to continue the relationship as the big finish

**Failure to use any of the above WAGGERS selling behaviors will result in documentation up to and including termination.**

### 26. Complimentary treats:

We are always to offer all pets a treat as they enter the store. Because we go through a number of complimentary treats to our customers we therefore must have guidelines to keep the treat bins properly stocked and inventoried. All complimentary treats have been pre-selected by managers and must be rung out by manager, inventory supervisor or key holder. All store sample treats are for customer pets.

### 27. Helping Customers Carry Their Purchases to Their Car:

It is our policy that we carry customer purchases to their car unless the customer declines your help. A customer should never have to ask for help, especially with anything that weighs more than 14lbs. We should be offering help to EVERY customer, EVERY time regardless if they consistently turn down our help.

### 28. Customer Discounts:

Discounts are only given to people in the system; anyone else must be approved by a manager. This means the person's name and email address must be in our system for the customer discount.

### 29. Adoption Group Discount:

Adoption group discounts are already existing as customers in the system, only for the heads of the adoption

group. The adoption group discount is for the rescue group itself and not the foster's or adoptees.

**For adoptees please use the new pet/adopted pet check list and coupons.**

### **30. Return Policy:**

Our Return Policy is very lenient. We take all returns with proof of purchase i.e. printed receipt, transaction found in account, etc.

Our motto for customers with returns should be: What can we do to help? You should still utilize WAGGERS to assist a customer with a return; their customer experience matters too!

Our first priority should be to find an alternate option for this customer. If that is not successful, the item should be returned for store credit. The last option should be a complete refund to their credit card/in cash.

Please feel empowered to use your judgement based on the confines of the above listed. If you notice that a customer has developed a behavior that takes advantage of our policy, please notify your Supervisor and they will handle appropriately.

**Any and all employee items purchased and brought back for return must be performed by a manager on duty. NO EXCEPTIONS**

### **31. Accepting Manufacturer Coupons:**

Please read the fine print of every Manufacturer coupon to ensure that we are following all rules i.e. the coupon has not expired, the coupon can be used for the particular item, etc. Every coupon has to have a sales receipt attached to it for the discounted item and all applicable fields on the coupon filled out completely.

### **32. Area of Pride:**

Tailwaggers expects its staff members to be accountable for the following topics within their area of pride:

- Rotation of consumable goods upon delivery with items with the shortest expiration date on top.
- Checking expiration dates
- All items are priced correctly on shelf or product itself
- Overall cleanliness and dusting of shelves, products and displays
- Facing products on shelves and displays
- Informing inventory supervisor of items needing ordering quantity revision
- Filling empty hooks with product in an organized fashion

### **33. Deliveries to Customers:**

Please fill out the Delivery Request form completely before contacting the delivery driver. Please let the customer know you will return their call with delivery time after speaking with the delivery driver to confirm delivery.

## **Tailwaggers Perks:**

### **34. Employee Feeding Program on Availability from Manufacturer:**

The Employee Feeding Program will be implemented based on availability of what is offered from the manufacturers that is extend to our company and is not a guaranteed privilege.

### **35. Grooming and Washing Your Own Dog:**

As a benefit you can wash your own dog only, for a set price of \$8.00 per dog. This covers the cost of supplies. When washing your dog you must get prior approval from a manager, and it must be done either on your day off, or after / before your shift.

Groomers are allowed to give discounted prices to the staff for grooming services. This is only for the employee's dog only and the price must be based on the size, hair and condition of the dog. The minimum bath price is \$30.00 and the minimum full groom price is \$40.00.

**Do not abuse this!**

### **36. Employee Discounts:**

Employee discounts are 20%, only for you and your pets, if you are using the discount for any other pets or customers but your own, you will lose your discount privileges.

### **37. Employee Purchases:**

No employee or manager is to ring up their own transaction. If there is no other employee around they must wait for another employee or purchase their items at a different time. Anything you are purchasing must be paid for at the time of purchase and may not be taken out of the store until it is paid for. We cannot hold items for employees. No employee is allowed to put items behind the counter for a later purchase.

**Any and all items purchased that require, need or are requested for return must be directly returned, exchanged or credited by a manager on duty with no exceptions.**

### **38. Qualified Pet Dental Employee Discount:**

**Employee Cleaning:** Qualified Pet Dental kindly offers our employee's pets a discounted price of \$50 per pet. Store customer appointments have priority and we don't book employee's pets in as regular clients, but rather fit them in if Qualified Pet Dental has cancellations or openings.