



flair

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Welcome

Welcome to Flair and we hope you enjoy being part of our National Retail team.

This gives you the chance to gain experience within a busy retail environment which could lead to new career opportunities.

In this exciting new role you will act as an ambassador for Flair promoting and selling premium beauty & fragrance brands or luxury goods in Fashion and accessories within department stores, stand alone stores and boutiques.



Your Role

Bookings - There are generally 2 types of requested cover

Counter/instore cover

This is when you work on a counter or a self-select area selling and promoting products from the brand you represent. You could be based in a Department store or a stand alone boutique. You could be working on your own or as part of a team and you will be required to sell all products.

Promotions and Launches

This is when you are booked to launch or promote a new product in a store, venue or mall site. You could be on a promotional site by yourself or as part of a team. You may be asked to wear a uniform ie a t shirt.

Promotional work requires you too traffic stop with a confident, fun, enthusiastic approach and you will have a daily target to work towards. To help you there is generally promotional tools eg Samples / Flyers and/or a Gift with Purchase.

Role Expectations

- ◆ At the start of your shift ensure the counter is tidy, dust free and ready for the day.
- ◆ Familiarise yourself with the brand/products you are representing.
- ◆ Ensure there is stock to sell, highlighting any issues that may affect your sales to a member of the team, a supervisor or to Flair.
- ◆ Welcome and acknowledge customers – Good morning how are you today? How can I help? or What are you looking for?
- ◆ Ask questions to find out what the customer is looking for, ensuring you are listening to your customer's needs, this will help you to advise and select suitable products based on what they have told you.
- ◆ Offer the customer additional products to compliment their purchase (known as link selling & upselling or add on's).
- ◆ Offer to wrap purchases if required (Christmas or Gift Wrapping).
- ◆ Be proactive this will help you to achieve daily targets (sell, sell, sell).
- ◆ Introduce any active promotions for the brand or store and make the customer aware of any loyalty schemes or Store Cards.



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Store Regulations

Store Approvals

Some stores will require you to attend store approval, which is organised by Flair. Ensure you have a form of ID with you as you may be asked to confirm your identity. The store will ask you general customer service questions and enquire about your work experience, there is nothing to be worried about, just be yourself. Some stores will require you to attend an induction; you must do this to be able to work in the store. They may also go through Health and Safety regulations and possibly till training.

Security Procedures

Always enter and exit the store through the staff entrance signing in and out as you enter and leave the store even at lunchtime. Security may search your bag and pockets when leaving the store so do not take anything with you that does not belong to you.

Punctuality

Good time keeping is very important. You should always aim to arrive in store at least 15 minutes before your shift time. This will allow you enough time to find the staff entrance, sign in and locate your locker before arriving on the shop floor. If you are running late please let Flair know asap.

Personal Property

Do not take personal possessions on to the shop floor. Leave them all in a locker or secure place (wallet, mobile, make-up etc.). Flair is not liable for any theft, loss or damage to personal items so don't take to work what you do not need for the day.

Using the Till

If you have been till trained in a store you will be dealing with cash and credit card transactions, therefore it is essential you highlight any queries/ problems to your manager immediately.

Samples

Please ensure that you ask a member of management before you hand out samples most stores will have different procedures. Some stores encourage you to give away as many as possible, whereas others will only allow you to give out 1 or 2. Just remember to never take anything with you off the shop floor.

CCTV

Please be aware that in some stores CCTV is in operation which is for the safety and security of staff and customers.

Theft

If you witness or become aware of any suspicious activity in-store, please report this immediately to security and your Manager.



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Safety in the Workplace

Health & Safety

At Flair Health & Safety is a priority. If you work in a store that does not require store approval/ induction it is essential that you check in with a store supervisor on your 1st day in the place of work, they will confirm in store fire and safety regulations face to face.

Every store has different security procedures which must be followed.

Sickness at work

If you feel unwell during your shift it is important you speak to your Manager in store.

If you are not well enough to complete your shift it is essential you call Flair to report this and to confirm the time you are leaving. This enables us to record the hours you have worked.

Accident Reporting

If you have an accident at work, no matter how small please report it to the Store Manager and Flair as soon as possible.

Remember, Health and Safety is everyone's responsibility.



The Shop Floor

When you arrive instore report to the Department Manager, a Supervisor or the Account Manager of the brand you are working on. Let them know your name, the Agency you work for, the brand you are representing and your shift time. Ask at this point if there is anything you need to focus on for the day, any specific tasks to complete or be aware of any promotions/ GWP. Ask if you have a daily sales target, if you haven't been given one and finally establish what time your lunch break will be.

If you are given a target you should always aim to achieve and exceed it! Do not be overwhelmed if the target is high and always perform to the best of your ability. Be proactive and use your initiative. Look for any sales tracking sheets so you can record your sales. Make a note of any focus products and special offers also be aware if the store is on a promotion or has an event on.

You should familiarise yourself with the layout of the counter and where the stock is kept. The only way to do this is to look through the drawers and find out where everything is. Ensure testers are kept clean and tidy up as you go.

If you need to leave the shop floor for any reason, you should always tell someone where you are going. If you are going to lunch or a break, you must be back on time.

You should stay with your customer until the sale is complete. You should not use a till unless you have been till trained. If you have not been till trained, you will need to take your customer to the nearest open till and ask another staff member to process the sale for you. You should still wrap and pack your customers purchases.

If you are faced with a difficult customer, you should always be polite and professional. If you feel you need assistance, it is advisable that you seek support from a permanent member of staff who will know the stores policies.

Although Fair is your employer, you should always act as an 'Ambassador' on behalf of the agency and the client.

You should conduct yourself accordingly:

- ◆ Do not lean on the counter
- ◆ Do not sit down
- ◆ Do not talk loudly across the counters
- ◆ Do not shout or swear
- ◆ Do not eat or drink on the shop floor
- ◆ Do not take or make personal calls (mobile phones are not permitted on the shop floor at any time)

The word 'flair' is written in a large, stylized, red serif font. The letters are bold and elegant, with a slight shadow effect. The logo is positioned in the bottom right corner of the page, partially overlapping a dark red diagonal band that runs from the bottom left towards the top right.



Code of Conduct

Sickness/Absence

If you are sick and cannot attend work you must call or text Flair by 8am on the day so that we can try to replace you. If you think you may be off for a few days due to sickness please let us know immediately so we can plan ahead. We understand that sickness can happen however we do encourage everyone to at least attempt to go into work.

Lateness

If you are running late you must call or text Flair (as soon as it's safe to do so) and inform us of how long you will be we will then notify the store.

Registration

Always text your Flair contact when entering the staff entrance to register your arrival, if working Monday- Friday.

Weekends

At the weekend you must contact the weekend emergency number if you are late or sick. This number will be communicated to you each week and should be the only number you use at the weekend.

Drugs & Alcohol

Flair have a zero-tolerance policy towards drugs & alcohol in your workplace. If you are found to be under the influence whilst at work you will be removed from your shift with immediate effect.

Uniform Guidelines - Female Consultants



✓ Knee length black dress or skirt with black tights OR smart black trousers.



✗ NO shorts, NO tracksuit bottoms, NO Jeans, NO leggings.



✓ Black shirt or long-sleeved top, OR smart black T-shirt in the summer.

✓ Black suit jacket preferable for some brands & some stores.



✗ NO branded tops, NO faded or washed out tops, NO jumpers unless it is a smart fine knit. NO crop tops showing your midriff, NO hoodies.



✓ Black shoes, loafers, heeled court shoes or clean black leather smart trainers with black socks worn above the ankle if wearing trousers.



✗ NO trainers or socks that are not all black. NO Ugg boots, NO open toe shoes.

Grooming Guidelines - Female Consultants

Uniform

- ◆ Correct uniform must be worn at all times. It must be kept clean and neatly pressed.
- ◆ Shoes must be clean and polished.

Hygiene

- ◆ Please ensure hygiene levels are of the highest standards.
- ◆ Hair must be clean, fresh breath, deodorant worn and nails clean.

Accessories

- ◆ NO visible piercings.
- ◆ Tattoos should be covered by your clothes however if that is not possible it will be at the discretion of the store or brand.
- ◆ Jewellery must be kept to a minimum.
- ◆ Earrings must be simple i.e. small hoops or studs.

Hair

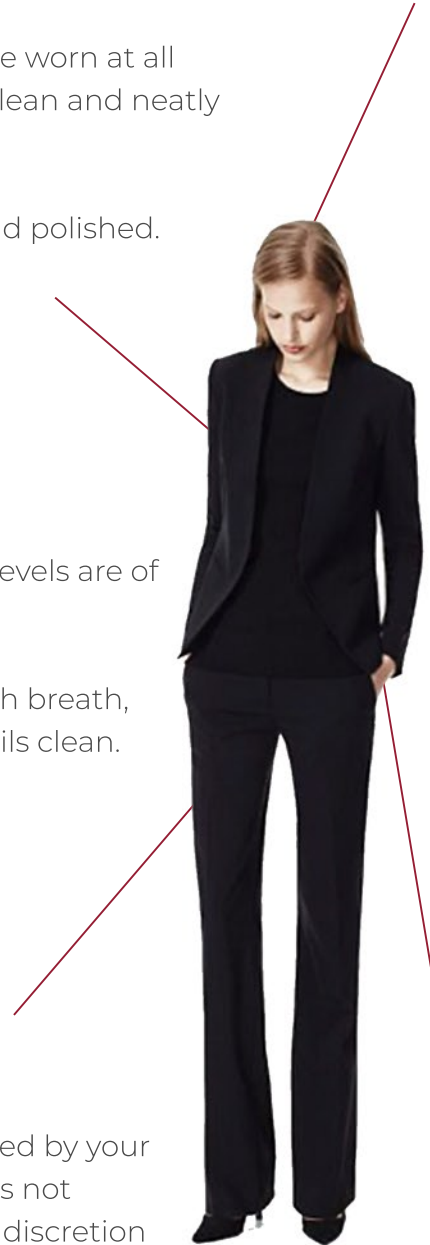
- ◆ Hair must be clean, neatly styled and tied up. Depending on the brand you may be able to wear your hair down. If this is the case your hair must be immaculately styled
- ◆ A simple black or neutral hairband/ hair accessory is permitted.
- ◆ Extreme hair colours will limit the brands and stores you work for.

Make-up

- ◆ A natural look is required, makeup must be worn at all times, and must suit the brand you are representing.

Nails

- ◆ Ideally polished or neutral nails.
- ◆ Must be clean.
- ◆ Please try to avoid bright bold colours.



Uniform Guidelines - Male Consultants



Smart black trouser.



NO jeans, NO tracksuit bottoms, NO shorts.



A smart black shirt, black tie optional.



A smart black short or long-sleeved t-shirt may be worn with a smart black jacket or blazer.



NO branded tops, NO faded t-shirts, NO hoodies.



Smart black shoes OR smart black leather trainers. Plain black socks worn above the ankle.



NO trainers or socks that are not all black. NO sports socks.

Grooming Guidelines - Female Consultants

Uniform

- ◆ Correct uniform must be worn at all times. It must be kept clean and neatly pressed.
- ◆ Shoes must be clean and polished.

Hygiene

- ◆ Please ensure hygiene levels are of the highest standards.
- ◆ Hair must be clean, fresh breath, deodorant worn and nails clean.

Accessories

- ◆ NO visible piercings.
- ◆ Tattoos should be covered by your clothes however if that is not possible it will be at the discretion of the store or brand.
- ◆ Jewellery must be kept to a minimum.
- ◆ Earrings must be simple i.e. small hoops or studs.

Hair

- ◆ Hair must be clean and neatly styled off the face.
- ◆ Extreme hair colours will limit the brands or stores you work for.

Face

- ◆ Clean shaven or facial hair neatly trimmed and professional.

Nails

- ◆ Nails must be clean, clipped and immaculate.



Working with Flair

You will receive your bookings in the first instance from Flair generally via a text email or call. You will then receive confirmation from our CMS booking system. You can also log on to this system and provide us with your availability, please make sure you do this on a weekly basis. To follow up please contact your Flair Account Manager to ensure they are aware of the days you can work.

Once you have confirmed you are free to work we will offer you shifts via text/ call once you have confirmed you will receive an email and a timesheet from our CMS system. This will confirm the store, the brand, the shift time and date and any relevant information relating to your booking. Please make a note of these in your diary and print off the relevant timesheet for your booking. This needs to be taken in to store so that it can be signed when you have completed your shift.

Once you have accepted a booking, you are expected to complete it. If for any reason you cannot complete a booking that you have accepted, please make sure you contact Flair immediately.

ONLY ACCEPT BOOKINGS FROM FLAIR

If you are ever asked by a client to cover a shift, you must ask them to call Flair to confirm. Do not accept the work if the booking has not been confirmed by Flair as we will be unable to authorise your payment.

If you are given a booking and the client changes your shift times or days, you must ask them to call Flair to notify us of any changes. Please show flexibility as occasionally store requirements can change.



Working with Flair

In order for you to get paid you must submit a weekly timesheet. A timesheet is always attached to your booking confirmation email. Please print it off and take it in to store with you.

This timesheet will have information already completed like your name, the store and the brand but you will need to fill in the following; the date of the day you are working, your target, the sales you make in that day, units sold to a customer and how many customers you have sold to in that day and any other information requested on your timesheet.

Please remember YOUR SALES MUST BE RECORDED DAILY – (if you have not sold anything put zero) also record your target. Without your sales on your timesheet we will not process your timesheet.

If you are working in the same store, for the same client, in the same location, you will only receive one timesheet for the week. If your store, the location or the client/brand changes within the same week you will receive another timesheet.

A Department Manager/ Supervisor or Account Manager must sign your completed timesheet, (timesheets will not be processed without an authorised signature).

Our working week always runs from a Monday to Sunday.

Your timesheet must be submitted via our CMS online system by the following Monday before 5.30pm, no exceptions and no extensions.

You must not hold on to timesheet's, they must be submitted weekly. You must also complete all the required information on the system to ensure you get paid.

We only accept timesheets that have been uploaded to our CMS system. Please note that we will not accept any emailed timesheets or posted timesheets.

To check if you have successfully uploaded the timesheet, log on to our CMS and click the preview button next to each of your shifts. If you can view the timesheet then it has successfully been uploaded.

It is your responsibility to ensure we have received your timesheet correctly and on time.

Once your timesheet has been processed your payment will follow according to our **payment schedule**. Please log on to our website and go to the consultant area and look in the **Welcome pack** to view this.

Always keep a copy as evidence of your work. You should check your payslip when it is emailed to you against your timesheet to ensure you've been paid correctly. If you find there is a problem you will need to speak with our payroll administrator. Please have to hand all your relevant information before you call.

For more detailed information on how to upload your timesheet please go to the website and log on to the consultant area. Here you can read important information and view step by step training guides located within our Welcome pack.

The Flair Way

You are a brand ambassador for Flair when you work in stores.

Attitude

Always show respect to the people you work with in store and at Flair. Always try and stay motivated at all times of day as your performance is monitored in store and by Flair. Remember if you do a great job for the store and the brand you are booked to work on, you will be requested back.

Reward & Recognition

At Flair we believe in putting our people first, we think it's important to recognise and celebrate individual and team success. Through out the year we offer various rewards and incentives based on loyalty, customer service, achieving targets and great feedback.

Diversity & Inclusion

Flair believe in breaking down barriers in order to create an inclusive workplace in which all differences are embraced and valued. We offer and provide job opportunities to a wide number of people, and are committed to career development and equal opportunities for all.

Grievance Procedure

At Flair we are committed to ensuring a positive and effective working environment where people are treated fairly and with respect, in line with our values.

We recognise however, that there may be occasions where employees may have concerns about their work, working environment, relationships with their colleagues or behaviour of others towards them. It is expected that the majority of concerns will be resolved informally and we encourage employees to resolve issues informally in the first instance with their Flair contact.

Where attempts to resolve the matter informally have been unsuccessful, it may be appropriate for a formal grievance to be raised.

If you wish to raise a grievance or request further information of our Company Employee Policies please contact our HR department: hr@flairltd.co.uk

At Flair we are committed to ensuring that employees have an opportunity to raise concerns relating to their employment and that matters are dealt with efficiently and effectively.

Finally..

As a Flair Ambassador, always offer great customer service, go above and beyond expectation and take pride in the opportunity you have been given.

A close-up photograph of a person's lips, which are being painted with a vibrant red lipstick. The brush is visible on the right side of the lips. The background is a solid dark red color.

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Making Recruitment Beautiful

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