

Kil'n Time Studio & Gifts Employee Handbook



A Place to Paint Pottery!

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Introduction

We've made this manual for our Kil'n Time Employees to use as reference guide. The manual outlines the daily duties and behaviors expected of our employees. It should also be used as a check list so you can make sure you have completed all your tasks for the day and do those tasks in the correct order. We want all our employees to feel comfortable working here and we believe with the help of this manual all of our employees will be able to perform confidently and accurately. Please familiarize yourself with this manual so you know where to look up certain items when it comes time for you to do your job.

The manual is divided into four main sections for easy access. Those sections are:

- General Policies
- Sales Procedures
- Daily Duties
- Kiln Rules and Procedures

Please remember that at Kil'n Time Studio & Gifts, we pledge to provide distinctive quality and unparalleled customer service as we strive to gain the respect and trust of our customers, suppliers, vendors, and our community.

General Policies



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Personal Information

Keep your personnel records at Kil'n Time Studio & Gifts accurate at all times. Employees should promptly notify management of any change in name, address, telephone number, marital status, or any other pertinent information which may change. Failure to change any information could compromise your benefit eligibility or having your W2 returned.

Attendance

Employees are expected to arrive at work 15 minutes before they are scheduled to start and be at their work station productively engaged in Kil'n Time Studio & Gifts business by the scheduled start time. All time off must be requested in advance and submitted in writing.

All employees are expected to try to get someone to cover their shift in the event they need to miss work, but must get any exchanges authorized by management. All unapproved absences will be noted in the employee's personnel file. Excessive absences, including illness, will result in disciplinary action, up to and including termination.

Dress Code

Employees are expected to have a clean and professional appearance when they are working at the studio. Casual attire is acceptable as long as it is respectable, specifically:

- No torn or ragged clothing
- No offensive or provocative clothing
- No inappropriate footwear

Use of Company Property

Kil'n Time Studio & Gifts will provide you with the necessary equipment to do your job. This equipment should not be used for personal use, or removed from the building unless approved by management.

Computers

Computer equipment may not be used for personal use. This includes word processing, computing functions, and recreation. Other programs should never be installed on any computer unless approved by management.

Telephone

The telephone lines must remain open for business calls and to service our customers. Employees are requested to discourage any personal calls, incoming and outgoing, with the exception of emergency calls. Long distance calls should never to be made unless strictly business related.

Tobacco

Kil'n Time Studio & Gifts strives to provide a healthy environment, therefore we prohibit any form of tobacco use in company buildings. Smoking is allowed 10 feet from exterior entranceways.

Substance Abuse

Kil'n Time Studio & Gifts strives to maintain a substance free workplace. Employees may be asked to submit to a medical examination and/or be clinically tested for the presence of alcohol and/or drugs at any time. Within the limits of federal and state laws, we reserve the right to examine and test for drugs and alcohol. Employees who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, including termination.

Sexual Harassment

Kil'n Time Studio & Gifts, Inc. will not tolerate conduct which may constitute sexual harassment. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment. An employee found to have engaged in such conduct will be subject to immediate discipline action, including termination.

Employees will not be discriminated against, or discharged because of bringing or assisting in the investigation of a sexual harassment complaint. It is also prohibited for an employee to retaliate against employees who brings sexual harassment charges or assists in investigating charges. Retaliation is a violation of this policy and may result in disciplinary action, including termination.

Sexual harassment is defined as:

1. Making submission to unwelcome sexual advances or requests for sexual favors as term or condition of employment
2. Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors, or verbal and/or physical contact of a sexual nature
3. Creating an intimidating, hostile or offensive working environment

Safety and Accident Rules

Safety is key at Kil'n Time Studio & Gifts. We provide a clean, safe environment for both our employees and customers. Employees are expected to take an active part in maintaining this environment by adhering to all safety rules and using proper safety equipment where required.

All safety equipment will be provided by Kil'n Time Studio & Gifts. Employees will be responsible for the reasonable upkeep of this equipment. Problems or defects should be reported immediately.

Employees are to report safety violations or injuries immediately. Failure to adhere to this rule will result in disciplinary action or termination.

All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the State of Texas, in which we operate.

Compensation and Benefits

Payroll

Paychecks are distributed every two weeks on Friday. Employees paid hourly will be required to bring their time card to the manager on duty for the manager's signature.

Holidays

Temporary part-time, temporary full-time, and permanent part-time employees start out with unpaid time off for holidays. Permanent part-time and full-time employees are eligible for paid holidays.

Worker's Compensation

Kil'n Time Studio & Gifts carries Worker's Compensation Insurance in the event of a work related accident.

Operating Policies

Unfinished Pieces

Kil'n Time Studio & Gifts does not store unfinished pottery or mosaics. In the event a customer does not finish their work, carefully wrap their piece and invite them back at a later date to finish their work. Advise the customer politely that we do not have room to store their unfinished piece.

Unclaimed Finished Pieces

If a finished piece has been left unclaimed for over 2 weeks, our policy is to call the customer to remind them that their piece is ready to be picked up. Remind the customer that if their item is left for over 45 days it becomes the property of Kil'n Time Studio & Gifts.

Custom Orders

All orders for custom work must be taken in person and the piece must be paid for at the time of the order. Consult the price list for custom pieces and add that cost to the price of the pottery. Fill out the custom work order making certain that all names and information regarding the painting are correct. We ask that the customer writes exactly any text that is included. We are not responsible for misspelled names.

Firing Other People's Pottery

Do not fire other people's pottery unless authorized by management. If asked about this subject, please let management contact them directly.

Customer Policies

Customer service is our number one priority. Please follow these guidelines with every customer:

1. Greet every customer at the door.
2. Ask if they are new to our studio.
3. Give the customer a quick tour if they are new to the studio.
4. Give the customer a Customer's Piece Tracking Form and explain how they will need to use it.
5. Assist them in choosing a piece, if needed.
6. Set the customer up at a table by placing fresh water and paper towels on the table.
7. Guide them in painting techniques, if needed.
8. Check on customers periodically. Replace dirty water, paper towels, etc.
9. Mention our promotions or classes.
10. Collect their piece and Customer's Piece Tracking form when they are finished.
11. Tell the customer when their piece will be ready for pick-up.
12. Thank the customer and invite them to return.
13. Clean up the table and wash out brushes, palettes and water bins.

Sales Procedures



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The Cash Drawer

We see our staff as an integral part of the daily business of Kil'n Time Studio & Gifts. We trust that you will be very sensitive when working with our money. Just a few mistakes can damage our ability to grow our business and with it, any chance for you to notice advancement in monetary benefits.

Any shortages in the drawer can result in a written warning and/or the staff on duty making up the shortage.

We begin each day with a total of \$125.00 in our cash drawer. The best breakdown of the \$125.00 is:

| | | |
|--------------|----------|-----------------|
| Quarters | = | \$10.00 |
| Dimes | = | \$5.00 |
| Nickels | = | \$2.00 |
| Pennies | = | \$1.00 |
| Ones | = | \$52.00 |
| Fives | = | \$45.00 |
| Tens | = | \$10.00 |
| TOTAL | = | \$125.00 |

Note: The drawer doesn't have to be exactly like this, but remember that you must have a good breakdown for the ease of giving change. Also, keep all the bills facing the same way and face-up.

Ring-up of Sales

The very first thing you must do when ring-up a customer's transaction is to ask the customer to fill out our customer card. Say something like this, "Would you please fill out our customer card? That way, we can let you know when we have sales, like our pre-holiday sale." Be sure to thank them.

We use Quickbooks to do all of our sales transactions. The part of the program you will be using is a simple one for you to learn.

1. Power on the Monitor, Printer, and finally the Computer.
2. Double-Click the Quickbooks icon.

Note: If the first window asks which company to open, type 'Kiln Time' and hit the "Enter" key.

3. Enter "staff" at the prompt. No password required.
4. Click on **Customers** and then click on **Enter sales transactions**. The screen of the next blank transaction will pop up. All transactions are assigned a number in order.

5. Click your cursor in the **Item** column and enter the item number of the bisque or mosaic.
6. If the quantity is more than one for any piece, simply type in the correct number in the **Quantity** column. After you are finished entering all the items, the computer will figure and add in the sales tax for you.
7. Tell the customer how much the sale is. Wait to see what method the customer is using for the purchase.
8. Note the method of payment in the appropriate drop-down box.
9. Fill in the method of payment.
10. Ask the customer if he/she needs a receipt. If so, print 2 copies, one for the customer and one for us. If the customer doesn't want one, only print a single copy.
11. Hit **Enter** if the screen says that you don't have enough inventory to sell the item and make a note of it in the Shift Log.

Accepting Checks

1. Verify the customer's address and make sure all the contact information is correct.
2. Ask to see their valid Texas Driver's License and write the number and expiration date on the front of the check along with a work number on the check if there is one.
3. Stamp the back of all checks with the bank stamp as soon as they are received. The stamp is kept under the counter. Put the check in the far left-hand slot of the cash drawer.
4. Thank the customer.

Accepting Credit Cards

1. Swipe the card in the Credit Card Machine once the sale has been rung-up.
2. Enter the amount of the sale **WITHOUT** decimals. (For Example: If the transaction were for \$19.32, you would enter 1932.)
3. Press **Enter**. The Credit Card Machine will print out the receipt for the customer's signature. The customer copy of the transaction is the bottom one in yellow.
4. Place the white copy in the same slot as the checks.

Accepting Cash

All staff members are required to count back all change to the customer. If you do not know how, please ask another employee to teach you. If you receive a lot of cash or big bills (\$50.00 or more), let the manager on duty know so that the manager can remove the over abundance of cash. If someone asks for extra change, make sure that we won't run out of usable change for future customers first.

Payment by Two Different Forms

1. Ring up the items as usual.
2. Enter "Partial Payment" as an item.
3. Hit OK.
4. Enter "Cash" in the description.
5. Enter amount. This will subtract the cash payment giving the balance due.
6. Enter the remaining balance's payment by selecting the form of payment (such as, Visa, Check, etc.) in the Payment Method box.

Selling a Gift Certificate

1. Enter "Gift Sale" as the item.
2. Enter the Gift Certificate Number under the description.
3. Enter the amount.
4. Enter the transaction in the Gift Certificate Log Book.

Policy: Our gift certificates are not redeemable for cash and change is not made from the difference. If there is a remaining amount on a Gift Certificate (ex. The sale was \$18.00 and the gift certificate was for \$20.00. A Difference of \$2.00) issue a new gift certificate reflecting the remainder.

Redeeming a Gift Certificate

1. Enter "Gift Certif" as the item.
2. Enter the gift certificate number under the description.
3. Enter the amount. This will subtract the amount giving the balance due to complete payment.
4. Select and mark the Payment Method for the balance due.
5. Mark through the gift certificate and put it under the cash drawer.

Note: No cash is given back. Issue a new gift certificate for any remainder.

Petty Cash

It might be necessary for the management to use part of the cash in the drawer for a purchase. If this occurs, please be sure to get a receipt and attach it to a petty cash receipt under the cash drawer. You will need to fill out the petty cash receipt first. Be sure to count it as if it were cash when closing out the cash drawer at the end of the night.

Daily Duties



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Opening Duties

1. Arrive at least 15 minutes before opening time.
2. Unlock door, and go directly to turn off the alarm.
3. Set up the chairs around the studio.
4. Clean up any trash.
5. Check mail box.
6. Check the kiln for plugs, and remove if firing is complete.
7. Check the Shift Log for important information from the last shift.
8. Turn on the following:
 - "Open" sign
 - Studio lights
 - Kid's Room lights
 - Ceiling fans
 - Music
 - Computer
9. Start "Quickbooks" program on the computer.
10. Tear off the charge card transaction recap from the terminal and put it on the bulletin board.
11. Count the cash in the cash drawer and make sure it's the correct amount.

Note: If the cash is not correct, note the discrepancy in the Shift Log and let a manager know as soon as possible.
12. Check the paper supply in the printers (both computer printer and charge card terminal).
13. Check the HV/AC and correct the setting if necessary.
 - 75 degrees in summer
 - 68 degrees in winter
14. Unlock the back door.
15. Put away painting tools (stencils, stamps, etc.) from the last shift.
16. Clean the tables and any surfaces if they do not look clean enough.
17. Clean the front door.
18. Clean the bathroom, if necessary:
 - Toilet
 - Sink
 - Mirror
 - Floor
 - Any other surfaces
19. Restock all paper products in the bathroom and at sink.
20. Display the correct day, Sunday or Wednesday, sign for customers' pieces pick-up day.
21. Water plants on Tuesday, Friday, and Sunday.

Running Duties

The following duties should be carried out throughout the day whenever necessary.

- Keep the "Design Center" neat and orderly
- Straighten the game rack in the Kid's Room
- Sharpen pencils
- Clean front door windows and bathroom mirror
- Dust shelves, pottery, etc. in the Studio and in the Stock Room
- Sweep and/or vacuum
- Clean tables, chairs, water dish, paint pallets, and paint brushes after every customer
- Clean, marry and refill paint bottles
- Clean, marry and re-stock dimensional paint
- Clean, marry and/or refill mosaic glue
- Put cut mosaic tiles back into proper containers after each customer
- Re-stock beverages
- Re-stock shopping bags
- Refill soap dispensers
- Replace light bulbs
- Remove stilt marks on finished pottery and apply sticker to pieces that are used for food consumption
- Bundle pottery pieces for parties
- Make sure the music is at the correct sound level, paying close attention to "skipping"
- Clean the window in the Kid's Room

Booking Parties

Our Party Room is available to any group. A typical party lasts up to 1.5 hours. If there is a request for a party that could last more than 1.5 hours, be sure to clear the request with a manager.

We require a non-refundable deposit of \$25, which will be applied to the final bill after the party. This non-refundable deposit must be paid at least a week prior to the planned party.

If a customer wishes to pre-select the items for use in their party, they must pre-pay for the items to guarantee the items will be reserved for them. We cannot hold items until the party without payment. We do allow customers to bring food and drinks to their parties.

Closing the Cash Drawer

1. Make sure that all the day's receipts are printed and in order. The correct order should have the first receipt of the day at the bottom of the stack, and the last receipt on the top of the stack.
2. Add the "Total" of each receipt and run a tape of the addition on the calculator in the office.
3. Circle the total at the bottom of the calculator tape.
4. Staple the tape to the stack of receipts.
5. Remove all the charge card receipts, checks, and any paid-outs from the day. Put them all to the side.
6. Count down the drawer, including all the coins.
7. From that total, subtract \$125.00. Remove the remainder. That will leave a total of \$125.00 in the drawer.
8. Recount the cash drawer to be certain that there is \$125.00.
9. Put the cash drawer away in its safe place.
10. Run a total of all checks received and record it on the Recap Sheet.
11. Run a total of paid-outs and record on the Recap Sheet.
12. Run a total of Visa's, MasterCard's, AMEX's, Discover's charge receipts and record on the Recap Sheet.
13. Record the amount of cash you removed from the cash drawer on the Recap Sheet.
14. Add the total of checks, the paid outs, the Visa's, the MasterCard's, the AMEX's, the Discover's, and the cash. This total should match the total of all the register receipts from the day.

Note: If the total does not match, try to find the problem. If you still can't locate it, put all the receipts, checks, charges, paid-outs, cash, and register receipts in a bank bag and leave a note to the opening person explaining the problem.

Closing Duties

1. Turn off "Open" sign and hang the "Closed" sign on door.
2. Lock both the back and front doors.
3. Complete the daily "Recap" sheet.
4. Put the day's receipts and money into the money bag and put in the correct place.
5. Check to see that the money in the drawer is correct.

Note: If not correct, recheck all day's receipts and money. If there is still a problem, record it in the Shift Log.

6. Record the sales in the Daily Sales Log.
7. Record important information in the Shift Log.
8. Shut down the computer and turn off the monitor.
9. Clean the following areas in the studio:
 - Tables and chairs in each room and area
 - Front counter
 - Paint Bar
 - Design Center
 - Place chairs upside-down on tables
 - Vacuum the entire studio floor, including the Kid's Room and Party Room
 - Wash the brushes, stamps, stencils, sponges, paint pallets, etc.
 - Sink and dish rack
10. Gather the trash from all trash cans including office, counter, bathroom, etc.
11. Set the thermostat to the correct temperature:
 - 75 in the summer
 - 68 in the winter
12. Turn off all studio lights.
13. Set the alarm.
14. Take out all of the trash.
15. Lock the front door.

Kiln Rules and Procedures



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Rules for the Kil'n Room

- Glaze pottery pieces when not busy with customers
- Load and fire the kiln when there are enough pieces to fill it
- Wash stirring brush, paint brushes, cup, and strainer after glazing
- Clean up all surfaces after glazing
- Clean out the sink
- Vacuum the store and inside the kiln when it's empty
- Mop the floor after glazing
- Clean glaze drying racks after glazed items are put in kiln
- Replace the paper on the racks and on the walls
- Wash the kiln shelves weekly
- Clean the window in the kiln room
- Keep glazing tub covered when not in use

Steps for Glazing Pottery

1. Make sure pottery piece has dried 24 hours before beginning to glaze it.
2. Mix the glaze in the "Glaze Bucket" until it turns a solid blue color.



3. Check its thickness by pouring the glaze through the funnel. If it takes longer than 22 seconds then you need to add distilled water. If the glaze takes 20 seconds to go through the funnel, then it is at the perfect thickness. However, anywhere between 18 and 22 seconds is acceptable.



4. Dip half of the pottery piece you are working with into the glaze.



5. Wait for the first half to dry. Once that half is dry, dip the other half into the glaze. The piece will be solid blue.
6. Let the glazed piece dry for 24 hours.

Steps for Loading the Kiln

1. Put the glazed pieces on the stilts. The following pictures are the types of stilts available for you to use for different kinds of pottery pieces. Handle stilts with care as they are sharp.



2. Load the pieces into the kiln and keep them at least a quarter of an inch from the kiln wall.
3. Make sure no piece touches another as you begin loading them into the kiln. If any pieces are touching they will stick together when you bring them out of the kiln.
4. Add shelf separators once the first shelf is loaded.
5. Insert the second shelf.
6. Load pieces onto the second shelf.
7. Repeat steps 1-6 until kiln is full.
8. Close the lid and start the kiln setting it to a temperature of 1140 F.
9. Wait 36 hours and until the kiln has lowered to a temperature of 120 F before unloading the pieces.