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Introduction

As a new retail associate for Ross Dress for Less there are certain expectations that you will need to know. This manual will help you gain all the necessary knowledge that you need to be a successful employee at Ross Dress for Less Store. Included is information over dress requirements, work schedules, training and responsibilities.
Chapter 1

Part-time/Work Schedules
All employees work a maximum 25 hour part-time shift. Employees work different days each week. To know your work schedule you must go to the break room to see what days and times of the week you are scheduled. Each employee’s work schedule changes from week to week so it is important to always see your schedule.

Payday

All employees are paid bi-weekly. Everyone has the payment option of direct deposit or by check.

Benefits

All employees are hired to only work part time shifts. As a result no benefits are given to the associates.
Chapter 2

Discounts

Employees at Ross Dress for Less always get a 20% discount on a regular day. This discount excludes the purchase of jewelry and perfumes. On special occasions of the year all employees are given double discount. During these days employees get 40% off purchases.
Chapter 3

Uniform Requirements
Working for Ross Dress for Less requires the employee to dress professionally. This includes the type of clothing worn to work and the colors. At Ross all employees must wear a blue top, black pants and black shoes. Jeans are not allowed and loose or revealing clothes as well as visible tattoos are prohibited. Dressing appropriate is important as each employee represents Ross Dress for Less. In addition, a name badge is given to the employee to wear for easy identification for assistance by customers and among co-workers. The following pictures display what clothing is appropriate and what is not appropriate for the job.
Unacceptable
Training new retail associates

On the first day of work the new employee is put through training. To do this the employee is placed as a cashier at an open register. One of the other cashiers will be his or her training buddy. He or she will train the employee how to use the computer to process transactions and returns. Some items contain security tags that only the cashier may remove. The new associate will be trained to remove these tags off items being purchased. The "training buddy will also train the new employee to take certain action regarding the safety of customers or to prevent theft robbery at the store.
Chapter 5

Employee’s Responsibilities

Sales Floor:

When working on the sales floor, the main responsibility of the employee is to pick everything off the floor. They must find its original spot and place it there. Doing this makes the store organized and prevents any injuries from occurring. Working on the sales floor also involves "running racks". When the fitting room racks are filled with clothes the retail associate working the sales floor must grab a rack of clothes and take it to the area of clothing depending on whether it’s kids, men, or women. Then they must hang all the clothes by size and type. In the morning, retail associates will perform sizing in which they make sure all clothing is in its correct location according to size. So there should not be a large Men’s t-shirt in the Men’s small section. In the evening, instead of doing sizing, the retail associate will do recovery while the store is open and after the store is closed to the public. This means that whatever is on the floor must be picked up. Each associate is given a section to work on. Any items that were returned by customers should be put back in their corresponding area ready to be sold. In addition there will be more racks to run.

Cashier:
One of the main roles as a retail associate is working as a cashier. Cashiers must have excellent communication with customers. They must process purchases and returns at a fast pace.

Fitting Room:

Working in the fitting room requires immediate assistance to customers. No more than 8 pieces of clothing may be tried on per person. As the retail associate you must accept any items of clothing that the customer does not want after trying it on. These items of clothing then must be organized according to size, style, gender to any of three racks. One rack must consist of kids and men’s wear, the other of women's dresses. The third will consist of women's blouses, t-shirts, skirts, jeans, and pants. All three racks should include a clearance section.
Conclusion

Now that you are more familiar with the expectations at Ross, you are ready to begin your role as a retail associate. The training that you will receive will prepare you for the different positions a Ross employee is given as an associate. In addition it is important that you dress in the required uniform as mentioned earlier in the manual.