

# Ross Dress for Less Employee Manual

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## Introduction

Before working at Ross Dress for Less, a newly hired associate must understand the regulations as well as the positive aspects that come while working for this store company. The employee manual is for new employees at Ross Dress for Less, a clothing store company. This manual will provide the necessary information that a newly hired employee needs to know to successfully achieve all responsibilities at Ross Dress for Less. The following steps show how the manual will be designed:

- Table of Contents page
  - Introduction
  - Chapter 1: Becoming a Ross Dress for Less Employee
    - Full time employee
    - Part time employee
    - Work schedules
    - Salary & forms of payment
  - Chapter 2: Benefits
    - Full time vs. Part time
    - Discounts
    - Retirement Plan
  - Chapter 3: Uniform Requirements
  - Chapter 4: Training for the Retail Associate Position
  - Chapter 5: Employee's Responsibilities
    - On the sales floor
    - As a cashier
    - At the Fitting Room
    - At the Stock Room
  - Conclusion

The outline will include each section in the manual and graphics will be added.

## The Outline in Detail

### Introduction

The introductory paragraph will warmly welcome the new retail associate. A table of contents will also be introduced. He/she must read this chapter with great detail in order to clearly understand what is expected of them at Ross Dress for Less.

## Chapter1

Chapter 1 in the manual address information about what it is like working for Ross Dress for Less. The new employee will get an idea what type of work environment he or she will experience. This chapter will also include job status such as full time and part time and the various work schedules that an employee may work. Hourly wages and the different forms of payment will be discussed in this section of the manual as well as job promotions.

## Chapter2

The second chapter will cover the employee's benefits and retirement plans offered for working at Ross Dress for Less. Information about employee discounts and discount policy will be included.

## Chapter3

Chapter three describes how the employees must dress when working for Ross. When working for Ross Dress for Less one must show a professional appearance at all times. Certain types of clothing are not acceptable during working hours. Employees must dress of certain colors to represent Ross. Customers will also find it easier to find assistance by seeing that Ross associates are dressed in certain colors.

## Chapter4

The fourth chapter goes over the retail associate's training process. This is also a very important chapter in the manual because the new employee must be able to achieve his/her responsibilities to satisfy customers. This section of the manual will include the steps that are taken to properly train a newly hired retail associate. Once fully trained the new employee will be ready successfully serve customers.

## Chapter5

Chapter five will cover detailed the responsibilities that come with working for Ross. With this manual, a new employee at Ross should clearly know his/hers responsibilities and the store's regulations. The manual will describe what responsibilities are involved within each job position as different positions take on different tasks.

## Chapter6

In the sixth chapter of the manual, an employee's code of conduct will be included. The information in this section will help an employee know the respect he or she deserves just like all coworkers and customers. Certain behaviors are not tolerated at the workplace and they will be described in this part of the manual.

## Conclusion

The concluding paragraph of the manual will congratulate the newly hired Ross associate for joining the team. The new employee will be encouraged to have a wonderful experience while working for Ross Dress for Less.

## Conclusion

Creating an employee manual for Ross Dress for Less allows new employees to better understand what is expected of him/her. Newly hired employees will also have a clear idea of the benefits that they may receive, or the type of working environment they will be in. After reading the employee manual, the new retail associate will be ready to begin his/her experience at Ross Dress for Less. As a result, the new associates will give excellent customer service, and customers will have a satisfactory experience while shopping at Ross Dress for Less.