



3583 S. Higuera St., San Luis Obispo, CA 93401

NEW TEAM MEMBER ORIENTATION / ONBOARDING

QUALITY COMPANY CULTURE

- Transparency
- Constantly improving
- Core values
- Helping your team members succeed
- Always having the team's best interests in mind
- Go over 4 core values and what they mean to the company.

CORE VALUES



- Go over the invisible “bank account”
- Company accountability - Pushups
- Morning Huddle Intro - why do we do this?
- MVP
- Birthday Lunches

QUALITY COMPANY MISSION

- Specialists in every department
- (Blank) in Sales by 2025
- Being the number one shop for all the services we offer
- Create a team of leaders, entrepreneurs and intrapreneurs

COMPANY POLICIES & PROCEDURES

- **Review your policy on Internet and telephone usage on company time** - Cell phones and the internet should not be allowed to distract team members from business tasks. They should not be used for surfing the internet, checking social media or gaming during work hours. Cell phones should never be used while driving, operating equipment, or in any situation where they can cause accidents. As a company we understand the importance of being in touch with family during the workday and will give team members the ability to manage and limit their cell phone internet time on an as needed basis. At any point in time management has the ability to take away all cell phone/internet privileges for any team member during work hours if management determines that they are being used too often or inappropriately.
- **Smoking policy** - there is a no smoking policy on company premises or within 20 feet. There is also no smoking in company vehicles.
- **Discipline** - see employee handbook
- **Theft** - zero tolerance policy
- **Absenteeism** - see employee handbook
- **Harassment and bullying free workplace** - see employee handbook
- **Overtime practice** - see employee handbook
- **Personal use of equipment and supplies** - team members have full access to company equipment and supplies for company use. Team members must request permission to use any company equipment or supplies for personal use.
- **Informal and formal grievance procedures** - speak with Jimmie or Micaela to schedule a meeting
- **Training and On-The-Job Training**

CUSTOMER EXPERIENCE PHILOSOPHY

- **Responsiveness policy for getting back to customers**
 - Client phone calls and emails should be returned within 24 business hours. Estimates should always be promptly followed up with a phone call.
- **Customer service for in person customer**
 - Everyone is greeted with “welcome in ” and handed a popcorn or water, don't ask, just hand it to them. From there offer the menu which includes anything from Coastal Peaks or personal pizza from Palo Mesa pizza. We also offer 1 complimentary Uber ride anywhere in SLO.
- **Customer service on the phone**
 - The phone answered “Thank you for choosing Quality’s _(insert department)_ department, this is _(name)_, how can I best serve you.”
 - When calls for pickups are made, phrases like “we are excited to show you” are used to get customer excited about their project
 - When giving clients updates on a project saying “if everything goes as planned it will be done at _____ time, our number one priority is to give you a job we’re proud of.
 - Away email messages if away on vacation or at sick (for applicable team members)
 - When a client inquires about why they should choose us or why we are so expensive, you respond with. “What I can tell you is this, customers choose us because we have a 100% money back guarantee that says if you aren't happy with the workmanship or the service, you simply don't pay. How does that sound?”
 - The main difference between the 4 auto films we offer is the heat rejection - always demonstrate with the heat display
 - What does Quality sell?
We sell an *experience*. How do we do it? By making people feel good. Why? Making people feel good makes you feel good, and it's free to do!
 - Cater to customers in every way
 - How to handle an unhappy customers
 - What discounts is team member eligible to offer

- If a team member is unsure how to handle a customer or a customer's request do not hesitate to let the customer know that you will find out the answer and get back to them. Make sure you collect all the clients information and details on the situation.

BEGIN THE TRAINING PROGRAM

- **Departmental specific training**
- **Company wide training**
 - Answering phones and taking messages
 - Opening and closing the shop
 - Running a credit card transaction over the phone or in person
 - Taking a company card for any off site trip
 - Greeting customers
 - Offering customers drinks, food, coffee, rides
 - Asking customers for reviews and explaining how to leave a review
 - Use of phone system, checking messages, putting clients on hold, transferring customers
 - Exchange of cell phone numbers
 - Use of Telegram and Skool group

FIRST DAY ON THE JOB

- When and where to arrive
- Where to park
- Whom to report to
- Let other staff know new team member is starting
- Work station, office materials or other equipment are ready
- Computer and telephone access are prepared or scheduled

WELCOME YOUR NEW TEAM MEMBER

- Warm welcome and introduction to team as a whole and also individually
- Illustrate the "big picture," how each position relates to the others on the team
- Demonstrate how new hires position relates to other departments or areas of the operation

- Explain the role of the owners and management team
- Share Quality's vision, mission and values as well as its history
- Assign new hires a "buddy" who can answer simple procedural questions later.

THE BASICS

- Point out the location of the washroom
- Point out the location of the lunchroom
- Give a quick tour of the facility
- Show new hire where to store personal belongings
- Point out where to take breaks
- **Always call () if you are sick or running more than 10 minutes late (do not text).**

FUNDAMENTALS

- **Explain hours of work/shift**
- **Benefits-** 90 days post-hire, you'll have the opportunity to select a benefit from the options provided by the employer. After 1 year, you'll become eligible for Simple Sep retirement match, and at that point, the employer will guide you through the necessary paperwork.
- **Pay Days** -Upon hiring, you will receive a pay schedule outlining the payment dates. Pay periods are the 1st-15th and the 16th through the last day of the month. Pay days occur on the 5th and 20th of each month, with paychecks available by 4 pm in the downstairs office, placed on the window sill for collection. If the pay day falls on a Sunday or holiday checks will be out the following day.
- **Recording Overtime:** if you ever work overtime record it on the sheet upstairs in the black folder, you are responsible for recording your overtime.
- **Recording Commissions:** if you make an upsell or cross-sell you are responsible for recording it on the sheet upstairs in the black folder. The job needs to have been completed before recording commissions.
- **Leaving Early:** If you leave early or are called off for the day, management/office is responsible for adjusting your hours.

- **Company Apparel** - apparel that needs to be ordered can be ordered from SSActivewear or Sanmar
 - Installers - hat (1), beanie (1), windbreaker (1), jacket (1) and lint free polo (5)
 - Management/Non Installer Positions - hat (1), beanie (1), jacket (1), sweater/cardigan (3), shirts/polos (4)
- **Dress Code/Grooming: Uniformed Team Members:**
 - Quality Polo (provided by employer)
 - Khaki or Blank pants or short (pants must be worn at the waist)
 - Quality Hat/ Beanie (Provided by employer)
 - Quality Jacket or Windbreaker (Provided by employer)
- **Non Uniformed Team Members** (must have company logo on at least one upper garment (ie, top or outer garment):
 - Acceptable Tops (must either be branded with company logo or worn with a branded outer garment): polos, collared shirts, button downs, turtle necks, blouses
 - Bottoms: skirts (below knee), shorts (right above knee or lower), pants, slacks, dressy capris/jeans
 - Shoes: boots, flats, heels, dressy/in good condition sneakers
 - Headwear (must be branded): hats
- **Unacceptable Attire:** Further information regarding to unacceptable attire will be included in our employee handbook
- **Vacation Request off** - To request time off for vacation, kindly complete the request form at least two weeks before your intended dates. In case of a last-minute request, please fill out the form, and we'll make every effort to accommodate your needs. (Provided by employer)
- **Sick Leave** - 40 hours of sick pay will be given upon hire date. Sick pay hours do not roll over at the end of the year, but you will get 40 new sick pay hours on the first of the year. You must let manager know you want to use sick hours, we can't assume you want to use them if you are sick. See employee handbook for details
- **Breaks & Lunch** - (2) paid 10 minute breaks and (1) unpaid 30 minute lunch per 8 hour shift. Your lunch needs to be taken within the first 5 hours of your shift. Team members need to take breaks/lunch outside of shop premises with the exception of the outside bench and outside table. After initial orientation team members can determine the best times to take their breaks and lunches. Team members always need to check in with management when they leave for their

breaks and lunches. If a team member needs help deciding the best time to take breaks, management can help determine a good time. If a team member is working off site during their shift they are responsible for taking their appropriate breaks and lunches.

- **Performance Evaluation** (first performance review is rescheduled at 90 days after first day of employment; however additional reviews and/or 1 on 1s may occur between first day of employment and 90 day review)
- **Employee Handbook** (given within first week of employment)

WORKPLACE SECURITY, SAFETY AND EMERGENCY PROCEDURES

- How to lock up - turn off lights including install lights, make sure roll down doors are down, back door and front door are locked, popcorn machine is off, heat press is off, annex is locked, cars outside are locked and alarm is set.
- How to call for help - Call ()
- How to deal with a threatening team member or customer - Come to __, __ or __ immediately
- Reporting accidents - report to management and owners immediately
- COVID-19 Health & Safety protocols, procedures and policies - if you have any symptoms of COVID 19 or sickness, please stay home until you have no symptoms and have received a negative COVID test result. If you have tested positive you must stay home for 5 days and have no more symptoms.
- Safety procedures - do not use hands to push down trash in cans, trash cans contain old blades and you can risk cutting yourself
- Personal protective equipment (as applicable)

SET JOB AND COMPANY EXPECTATIONS

- Probationary period (90 days), with first review at 90 days and milestones to raises outlining what team member needs to do for first set of raises
- Review individuals job description, pointing out what's expected in regards to:
 - Major duties and responsibilities
 - Performance standards
 - Hours
 - Staff meetings
 - Workload

- Training

COMPLETE ALL PAPERWORK

- New Hire Paperwork provided by ____

FINAL BUT IMPORTANT

All new hires need to have the following memorized within their first 2 weeks or they will have to choose someone else on the team to do push ups. And new team members need to hand popcorn and water to a client within their first week.

1. Core Values



2. Differentiator

- **Exclusive to Quality is our** 100% money back guarantee. If you aren't happy with the workmanship or the service, you simply don't pay.

3. Phone Script

- The phone answered "Thank you for choosing Quality's _(insert department)_ department, this is _(name)_, how can I best serve you."

4. What we sell

- We sell an *experience*. How do we do it? By making people feel good. Why? Making people feel good makes us feel good, and it's free