

OUTLET POLICIES



Outlet policies are a set of guidelines used in maintaining order in the running of the outlet. Guidelines cover the following areas:

1. Pricing
2. Customer Service

Failure to adhere to these policies would result in problems in the efficient operations of the outlet. Such policies are to be applied consistently; changes are not accepted, unless mandated by the HQ.

C-1 Pricing Policy

- Prices of all products sold at the Kinohimitsu outlets are fixed
- Products shall be sold only at the approved price stipulated in the distribution territory, under otherwise stated
- Promotional or discount items may vary for different locations. Staff are to adhere to the promotional or discount mechanics communicated by the HQ
- Any additional mark down or discount made to merchandise must be approved by the HQ
- All prices indicated are based on local currency and are inclusive of applicable taxes (e.g. Goods and Services Tax)

C-2 Customer Service

C-2-1 Goods Reservation

- Goods reservation service is available for all customers
- Goods may be reserved for up to 3 business days
- Goods that are not purchased after 3 working days shall be released for sale

C-2-2 Exchange Policy

- To comply with departmental store exchange policy (for Beauty Bar outlet)
- A product exchange can be made within 7 days from the date of purchase for all nett-priced and promotional products
- Exchange is granted only upon presentation of proof of purchase and is subject to the condition of the product
- Product exchange will not be made for Clearance items
- Product exchange will not be made for damaged, consumed or tarnished items
- Should the price of the item selected for replacement be higher than the original product, the customer is required to top up the difference
- Refunds will not be made
- If there are clear problems with the product (i.e. expiry dates), an exchange will be performed, at Boutique Manager or Health & Beauty Advisor's discretion

C-2-3 Customer Feedback

- Any complaints made at the Boutique are to be handled by the Boutique Manager or Health & Beauty Advisor. If unresolved, complaints may be accelerated to the HQ for follow-up action
- Follow-up action with the customer must be taken within 2 working days upon receipt of complaint, if it is not resolved immediately at the outlet
- Customer feedback and complaints that cannot be resolved at the outlet level must be recorded in the **Customer Feedback Form** (Refer to BOM Appendix 1). **Form to be submitted and acknowledged by the local HQ for immediate action**
- Common feedbacks at the outlet level includes

- Colour difference due to different batches
- Taste of products
- Colour of products

C-2-4 Service Recovery Process

- All feedback submitted via the Customer Feedback Forms must be resolved within 7 working days from the receipt of the complaint
- All the following types of complaints received must be forwarded to the HQ, Operations Manager and Boutique Manager and Health & Beauty Advisor within the working day
 - Health issues arising from products
 - Expired products
 - Damaged products (bottle caps spoilt, or cannot be opened)
 - Manufacturing defects
- Disciplinary action will be taken, if staff is found to be responsible for any misconduct, negligence or wilful misrepresentation or mis-selling

C-3 Important Information

C-3-1 Maintaining Drinks Safety Standards

It is important for staff to take drinks safety policies and practices seriously, as failure to uphold these practices may put the health of staff and customers at risk.

Foodborne illnesses can result from consumption of beverage contaminated with micro-organisms such as harmful bacteria, parasites, chemicals or metals.

Foodborne illnesses can generally be prevented by taking the following measures:

- Use clean, distilled water for drinks preparation
- Prepare drinks in designated areas only (away from drains, toilet or on the floor)
- Store drinks in a proper manner (at least 6 inches off the ground)
- Pest control
- Practise good personal hygiene
- Treat infections promptly (e.g. open wounds must be properly bandaged)
- Dispose all unconsumed mocktail before store closes

C-3-2 Drinks Handling & Storage

Visual appearance

- Reject packaging that are torn, dented, leak, contain rust or have missing labels
- Reject products that have any signs of mould, spoilage or insect damage

Avoid cross-contamination

- Never mix leftovers with fresh drinks
- Store drinks and tools properly
- Cover, label, and date drinks in storage
- Do not store drinks in open containers
- Store new drinks behind old ones so older products get used first (FIFO)
- Always place drinks in clean containers
- Keep storage containers off the ground (at least 6 inches) and away from the wall

- Check temperatures of refrigerators (2°C to 6°C) and freezers (-12°C) daily
- Defrost freezers as necessary. Frost build-up causes freezers to warm up
- Throw away any drinks that get beyond its use-by or expiration date.
- Dry goods and storage areas should be cool and dry
- Keep storage areas clean
- Store all tools so that dust cannot settle on it
- Store chemicals and pesticides separately from consumable products

Handle Ice and Tableware Properly

- Use clean scoops or tongs to pick up ice; do not use hands or glass
- Store scoops or tongs in a clean container, not in the ice

Chemical Handling and Storage

- Always wash your hands thoroughly after handling chemicals (i.e. detergents, pesticides)
- Store chemicals away from drinks preparation, handling and storage areas
- Keep chemicals in their original containers or another clearly labelled, sturdy container
- Never allow chemical to come in contact with drinks. Immediately throw away any drinks that come in contact with chemicals of any kind
- Clean up chemical spills promptly and wash your hands immediately.
- Never place drinks in chemical containers or place chemicals in a drinks container

Dispose of Waste Properly

- Take rubbish out frequently
- Keep rubbish areas clean and sealed
- Clean and sanitise rubbish bins regularly

C-3-3 Workplace Safety

Ensuring safety in the workplace is important as a safe workplace helps to foster a pleasant environment for the staff. An unsafe workplace may have a negative impact on the health of the staff, which may in turn affect productivity and sales. To help minimise work hazards in the outlet, the following points provide some guidelines to observe during the course of work:

- When carrying heavy items, always seek assistance or use trolleys to prevent muscle strains or injuries. Do not over stack items on trolley and control the pace
- Where lifting of items are involved (e.g. transferring of items to another place or storing items), adopt proper lifting posture by lifting the item close to the body, bending the knees and keeping the back straight. Do not bend the back to pick up the item
- If storing/removing of items on high shelves is involved, always use a step ladder with support from another staff. Do not over stack items on the shelves
- Avoid touching cleaning chemicals with bare hands and use gloves where possible
- Take care when handling glassware, porcelain ware and any broken or chipped items. Use anti-cut gloves provided and broom/cloth to clear broken items
- Proper housekeeping should be done to ensure that there are no clutters or liquid on the floor, which may hinder movement or cause falls

C-3-4 Equipment/Lights Malfunction

In case of equipment malfunction, it is important to repair or replace faulty equipment as soon as possible, to prevent operational standstill and accidents occurring from the use of such equipment.

Here are the necessary steps to take in such cases:

1. Validate that the equipment/light is indeed mal-functioning.
 - a. Is the equipment/light switched on?
 - b. Is there a part that requires users to replenish or replace?
When in doubt, check with your Boutique Manager or Health & Beauty Advisor
2. If a light bulb has fused, report the incident to the Boutique Manager or Health & Beauty Advisor
3. Once confirmed that the equipment is indeed faulty, switch off the power and inform fellow staff
4. Report the incident to the Boutique Manager or Health & Beauty Advisor, and check on the necessary actions to be taken during equipment downtime