**Please read and modify this entire document.**

**The underlined purple type requires you to clarify  
your store’s policy & procedures.**

**{store logo}**

**Employee Handbook**

Store Telephone: ( ) -

Emergency Telephone: ( ) -

Date created   
/ /

***Note to bookstore owner:   
Please ask your legal advisor to review this document for***

***compliance with local and federal laws.***

**Welcome!**

An independent bookstore is more than a place to buy books. Our bookshop is a commitment to build our local economy, contribute to the quality of life and well-being of our community, and provide a welcoming place to explore the world of ideas.

We are glad you have joined us! And, we hope you find working on the bookstore team rewarding and enriching.

This handbook has been created to communicate our guidelines, standards, and practices to all employees. While we’ve tried to address most of the items that relate to your employment at the bookstore, please let us know if you have any questions.

**Work Guidelines**

**Dress**

Please wear attire that is neat, clean, and professional. You will be on your feet, bending and stretching when merchandising, lifting and carrying merchandise throughout your shift, so please chose shoes and clothing that are comfortable.

**Employee ID**

During your shift, you are expected to wear your name tag, store logo t-shirt, or store logo apron so you can be easily identified by customers.

**Promptness**

As a retail business, we have posted hours of business, so it is critical that you are prepared to begin work at the time posted on the schedule and remain until the end of your shift. If for any reason you need to leave during your shift, please notify the manager on duty.

Repeated tardiness is cause for dismissal.

**Parking**

Please park in designated places only and never in prime spaces most convenient for customers.

**Personal Items**

Please keep your personal items in the designated secure space.

**Breaks**

If you’ll work an eight (8) hour shift, you’ll receive a 30 minute paid break. If you’ll work a shorter or longer shift, your breaks will be adjusted proportionally. We coordinate breaks with everyone working a given shift to ensure proper coverage on the sales floor.

**Open Door Policy**

Our goal is to create a healthy work environment with open communication and collaboration. All employees are invited to discuss ideas, provide input, ask for additional training, and address any issues with management. We are stronger and better when we work together and honor the concerns and suggestions of others on our team.

**Store Communications**

As an employee, it is your responsibility to check the store’s messaging system in a timely manner for news about store operations.

**Staff Schedule**

The staff schedule will be posted quarterly and will reflect the availability you indicated during the interview process.

**Reporting for Work**

So you are properly compensated for your time, please sign in and out of your shift by {fill in details}. It is your responsibility to accurately report your time at work in a timely way.

**Scheduled Hours**

You are expected to work the hours you are scheduled. A manager must approve any hours worked beyond those you are normally scheduled.

Full-time employees are scheduled xx to 40 hours a week. Part-time employees are scheduled a minimum of yyy hours and a maximum of zzz hours a week. There is no guarantee of a minimum or maximum number of hours scheduled.

**Requesting Leave**

Once the schedule has been posted, and you need time off, it is your responsibility to find a suitably trained colleague who is willing to cover your shift (but does not involve over-time). Once coverage has been agreed upon by both staff members, you must notify the manager so we have an accurate record of who is scheduled for work.

Time off should not be taken during the holiday period from Thanksgiving week through December.

**Unapproved Absence**

If you are absent for your shift without prior management approval, you will not be compensated for the time missed. Repeated unapproved absences are cause for dismissal.

**Paid Holidays**

Full-time employees who have completed three (3) months employment will receive holiday pay equal to the average daily hours worked during the previous three (3) months worked for New Years Day, Thanksgiving, and Christmas Day. Total hours paid during holiday weeks should not exceed 40 hours.

**Vacation**

Full-time employees are eligible for paid vacation time after one year employment at full-time status. You are eligible for one week (5 days) vacation after one year of employment and two weeks (10 days) after three years of full-time employment.

Part-time employees are eligible for paid vacation time after two years of employment. Eligibility is calculated on the average daily hours worked for the previous six months.

Unused vacation may be carried over into the next year for up to 3 months vacation time. Vacation pay will be calculated at the pay rate valid at the time vacation pay was accrued.

Vacation time must be pre-approved and we ask for four weeks notice to obtain adequate coverage for your shifts.

Discharged employees forfeit any unused vacation time.

**Calling in Sick**

If you are not able to report for scheduled work, please call the emergency number on the front of the handbook as soon as you are able. {Please add any details about whether you want them to call a colleague to try to get a replacement and if you offer any paid sick days.}

**Unscheduled Store Closings**

Should an unexpected situation occur where the store must close and you have reported for work, you will be compensated for the hours you have been scheduled.

If you are given 12 hours notice of a closing, or if management believes it reasonable to believe the store might close and is able to provide you with 12 hours notice, employees will not be paid for that day(s).

**Staff Meetings**  
Periodically, we hold staff meetings so everyone is kept informed about and is invited to participate in developing the business. Staff meeting attendance is mandatory and we make every effort to hold the meeting at a time when most staff are able to attend. If for any reason you are unable to attend a staff meeting, it is your responsibility to meet with your manager for information shared during the meeting. Time participating in staff meetings is compensated.

**Cell Phone Use**

Personal phone calls or text communication during working ours should be infrequent, brief, and limited. Cell phones should be kept in the back room with your personal items or if kept with you, in silent mode. Should you need to make or accept an occasional or urgent personal call, please do so off the sales floor.

**Food & Beverages**

Please enjoy food during your scheduled breaks. Food should not be taken to or enjoyed on the sales floor. Beverages should be kept behind a counter in a secured space so that spillage does not cause damage to product, equipment or fixtures and flooring.

**Safety**

We are committed to maintaining a safe and secure work environment in compliance with the Occupational Safety and Health Administration’s guidelines. As an employee, you are required to report all accidents, injuries, potential safety hazards, safety suggestions and safety related issues to management.

**Public Information / Media Relations**

Only management and designated staff members are authorized to make official statements for the owner or the business, including posting on social media or comments to members of the media.

**Compensation & Perks**

**Pay Period**

The pay period is two calendar weeks beginning on a Sunday and ending Saturday. Your pay will be calculated using the hours reported by our payroll system, which is based on the times you are responsible for signing in and signing out for each shift.

Your paycheck will be available on the (day) following the end of the pay period if you have not chosen direct deposit. If you aren’t present on the day payroll checks are available, please obtain your payroll check from the manager.

**Payroll Deductions**

As required by law, we will deduct federal income tax, FICA tax, and applicable state and local taxes from your check. You must have completed the employment tax forms in order to receive your first paycheck.

It is your responsibility to notify us in writing of changes in your legal residence, number of dependents, and any other changes that relate to paycheck deductions.

**Overtime**

Occasionally, we may require you to work overtime, which is any time worked over 40 hours in one week. Approved overtime is paid at one and one-half times the hourly pay rate. Overtime must be approved by the appropriate manager in advance.

**Jury Duty**

To acknowledge the value of a citizen’s time serving on a jury, the bookstore will pay the employee’s regular earnings for those who have worked at least six months. Please notify us as soon as you are summoned for jury duty.

**Employee Perks**

**Staff Discounts**

As an employee, you are immediately eligible for a staff discount on merchandise. On any item on which the bookstore has received at least a 40% discount, you may purchase that item at a 40% discount. This is true for most merchandise in the store.

For any item on which the bookstore received less than a 40% discount, you may purchase that item at a discount equal to the discount at which we purchased the item. Sale items or any item already discounted are not eligible for additional staff discounts, consistent with our policy of not combining discounts. If you have any questions about discounts, please ask.

Employees may not ring their own purchase.

The staff discount applies to you and immediate family who reside in your household (spouses, children, partners, siblings).

Employees may not take the discount to buy books for others, then get reimbursed.

**Borrowing Books**

Once you work in the bookstore, you will find many books you will want to read. When we read, we are best able to recommend books to customers and add to the body of knowledge of books in the store.

We encourage all employees to enjoy reading Advance Review Copies (ARCs) of forthcoming books supplied by publishers. Once you have finished the book, please return it to our ARC library.

You may also borrow any hardcover book when the store has more than one copy on hand. {Please add your process on how to check out a book here.}

When you have finished a book you wish to recommend, please create a shelf-talker for the book. If you wish to designate it as your staff favorite pick, please let us know so we can order additional copies.

**Employment Agreement**

**Training Period**

The first three months or 90 days are considered a trial period of employment. During this time, you will receive training and will work on the team. You will receive feedback on your performance during the training period and will have the opportunity to provide input and feedback to management as well.

Employment may be terminated at any point during this period if job performance does not meet expectations. If performance meets expectations, you will continue as an employee.

**Performance Evaluations**

At least once a year, you will have the opportunity to meet with the manager for a focused discussion on accomplishments, training, goals, performance, utilization of skills, and ideas for improving job performance and the overall business. Performance evaluations include a self-assessment for you to complete, and the performance appraisal, which will be completed by the manager.

Periodic reviews of pay rates are not linked to scheduled performance reviews. Pay increases are based on store financial performance, individual employee performance and contributions, and achievement of goals.

**Corrective Action**

It is our expectation that every employee will contribute to the good of the bookstore. If, in the opinion of the management of the bookstore there is conduct that is detrimental to the business, we will take the following steps:

* immediate supervisor will discuss the situation with you
* owner will address concerns with you
* employee is placed on probation
* employee is terminated

**Termination of Employment**

We hope that you will enjoy a long and happy tenure working at the bookstore. There are times, however, when beginning a new chapter is in order. Employees and employers may make decisions about employment status.

Employees are employees at will. You may terminate your employment for any reason, at any time. We ask that you provide us with at least two weeks’ notice if you plan to leave the bookstore.

There are situations that are not acceptable to us and are cause for immediate termination, including theft, improper handling of funds, improper processing of merchandise, destruction of property, rude or violent behavior, refusal to perform the duties assigned, use of non-prescription drugs or alcohol before or during working hours, harassment of colleagues or customers, sharing of computer information, or any action that is harmful to the business, its employees, and its customers.

We anticipate that you will enjoy using your skills and talents at the bookstore and find the work interesting and enriching.

This Employee Handbook is not designed to cover every possible workplace situation. Over time, we may add, modify or delete any part of this Handbook at any time. Changes will be communicated with all employees.

In addition to the Handbook, training materials, ongoing communication venues, staff meetings, and conversation with individual employees ensure that we are all striving to create and maintain a positive work environment. This goal is achieved when all members of the team respect one another and work to contribute in positive ways.

Employees are invited to suggest improvements to this Handbook at any time.

I acknowledge receipt of the {store name} Employee Handbook.

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Employee’s Signature Date

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Manager’s Signature Date