

# Employee Training Manuals,

- |                      |                            |                          |
|----------------------|----------------------------|--------------------------|
| 1. Safety Guidelines | 2. Forklift Safety Manual  | 3. Tractor Safety Manual |
| 4. Sexual Harassment | 5. Salesmanship Guidelines | 6. Customer Relations    |
| 7. Drug Policy       | 8. Shoplifting & Robbery   | 9. Employee Theft        |
| 10. Training Quizzes | 11. Employee Guidelines    | 12. Worker's Protection  |

## Safety Posters, Gardening Signs.

### Safety Quotes and Slogans, Product Information

For Copies of these items, please Contact Gary Smith for more information.

JandLinfo1@gmail.com

Safety is not always the most exciting subject. However, safety quotes, and safety slogans, help keep things interesting.

But, always remember, "Safety is not a joke".

**Safety Signs and Posters Printed on 8.5"x11" or 12"x18" Cardstock**

**Product Information Signs Printed on 7"x11" Cardstock**

**Can be Laminated for long lasting signs and posters.**

Choose Posters for your Hallways, Restrooms, Employee Information Center, Sales Tools in Store, Customer Information, or for Store Bulletin Boards.



*Hang Posters in the Hallway or by Doors*



*Hang Posters in the Restrooms*



*Update Your training Manuals*



*Hang Posters in the Employee information area.*

# Employee Manual Table of Contents

## **1. Purpose of this Policy Handbook**

## **2. Service Principles**

- Customers
- Salesmanship Tips
- Finishing the Sale

## **3. Salesmanship Policies**

- The Art of "Selling"
- First Impression is a Lasting One
- Retail Rudeness
- Courtesy Cultivates Customers

## **4. Customer Relations**

- Customer Guidelines

## **5. Customer Complaints**

- Guidelines for handling complaints:
- The Customer 'Protests':

## **6. Employment Opportunities**

- What we will expect of You -

## **7. Job Description for All Employees**

- Job Description for Nursery Salesperson
- Job Description for Indoor Salesperson
- Job Description for Landscaping Crew
- Job Duties and Area Assignments
- Customer Service Is Top Priority

## **8. At-Will Employment Agreement**

- This Employee Manual is not an Employment Contract

## **9. Employee Policies and Standards**

- Hiring Policy
- Employee Records
- Employee Classifications
- Working Hours
- Schedules
- Personal Appearance
- Employee Standards
- Sexual Harassment
- Conduct not Tolerated
- Disciplinary Actions
- Rest Periods or Breaks
- Meal Periods
- Employee Lockers
- Employee Lunchroom
- Personal Visitors
- Pay Period
- Fair Labor Standards Act
- Payroll Deductions
- Replacement Checks
- Time Cards
- Holidays
- Attendance, Absence and Tardiness
- Leave of Absence
- Reduction in Workforce
- Notification of Layoff
- Health Insurance
- Workers Compensation Insurance

- Vacations
- Vacation Pay
- Vacation Pay Limits
- Employee Discounts
- Discount Guidelines
- Employee Charge Accounts
- Employee Meetings
- Inclement Weather Policy
- Moonlighting
- Employee Parking
- Workplace Distractions
- IPODs and PDAs
- Personal Phone Calls
- Cell Phones and Texting
- Personal Family Visits
- Computers and Internet Use
- Fax Machine
- Company Profits
- Breakage, Loss, Employee Theft
- Non-discrimination Employment
- No Politics or 'Whining In The Halls'
- Complaint Resolution
- Termination and Exit Interviews
- Final Paychecks

## **10. Employee Section Appendix 1**

- Quotes to Remember.
- Definitions Worth Remembering

## **11. Employee Section Appendix 2**

- Employee's Responsibilities

## **12. Employee Section Appendix 3**

- Standard Excuses for Shifting the Blame
- Reasons Employees Don't Do What They're Supposed To.

## **13. Front Entrance Responsibilities**

## **14. Employee Drug & Alcohol Policies**

- Drug-Free Workplace Policy
- Drug Definitions
- Substances Covered By Drug/Alcohol Testing
- Drug Policy Goals
- Drug Self Referral
- Authorized Use of Prescribed Drugs
- Alcohol Use or Possession on Company Premises
- Drug Prohibitions
- Drug Testing
- Drug Testing Summary
- Violation of the Drug-Free Policy
- Employees Rights
- Illegal Drug Use by Customers

## **15. Employee Forms**

- New Employee Interview & Instructions
- Employee Exit Interview
- Bright Idea Award
- Annual Employment Acknowledgement for all Returning Employees
- Termination Letter

- Drivers Road Test Form
- Request for Motor Vehicle Report
- Driver Violations
- Request from Previous Employer
- Drug & Alcohol Test Consent
- Vehicle Inspection Report
- Random Drug Testing
- Drug Test release from previous employer

#### **16. Workplace Environment Guidelines**

- Definition of Sexual Harassment:
- Sexual Harassment Has Many Forms.
- What To Do If You Are Sexually Harassed
- Sexual Harassment Is Against The Law
- Examples Of Sexual Harassment

#### **17. Sexual Harassment Quiz**

- Sexual Harassment Quiz Answers

#### **18. Sexual Harassment Poster**

- Yardstick For Evaluating Behaviors
- Sexual Harassment Comes in Many Forms
- What To Do If You Are Sexually Harassed
- Sexual Harassment Is Against The Law

#### **19. Shoplifting Facts -**

- Shoplifter Profile
- Cost of Shoplifting
- Shoplifting Prevention
- Shoplifter Detention
- Shoplifting - Probable Cause
- False Arrest - Shoplifting Article
- Unreliable Witnesses
- Reasonable Detentions
- Use of Force
- Employee Theft -
- Zero Tolerance Theft Policy
- Retail Loss Prevention Article
- Employee Theft Profile
- Cost of Employee Theft
- What Constitutes Employee Theft?
- Employee Theft Prevention

#### **20. Shoplifting Poster**

- Robbery Poster
- Employee Theft Poster

#### **21. Employee Safety Manual**

- General Safety Instructions
- Safety Meetings
- Accident Liability
- Accidents
- Accidents while at work
- General Safety Guidelines
- Security
- Emergencies
- Medical Emergency
- Emergency Eyewash Station
- Emergency Wash - Shower Station
- Wash Your Hands
- Burn Emergency
- Fire Safety

- Hand Protection
- Practice Good Housekeeping
- Using Cleaning Products Safely
- Working Safely with Chemicals
- Hazardous Chemical Policy
- Written Plan Requirement
- SDS Policy
- Personal Hygiene
- Hazards of Filling Gas Cans
- Eyewash Station Guidelines
- Report of Accident Form

#### **22. Employee Safety Manual Tips**

- Back Safety
- Slips, Trips and Falls - Avoid Slip-Ups
- Accidental Spills J&L Fact Sheet

#### **23. Cleaning Pesticides from Soiled Clothing**

#### **24. SDS - Material Safety Data Sheet**

- Poison Control Center

#### **25. Hand Protection**

#### **26. Employee Driving Safety Manual**

- Company Vehicles & Tools
- Qualifications to Drive Company Vehicles
- Private Vehicles
- Drivers Inspection Report
- Truck Tarping

#### **27. Fire Extinguisher Training**

- Fire - Fuel Classifications
- How to use a Fire Extinguisher
- Rules for Fighting Fires
- Do not fight the fire if:
- Types of Fire Extinguishers
- Fire Extinguisher Training Quiz
- Common Sense Guidelines

#### **28. Landscape Employee Safety**

- Landscape Employees
- Before you Dig
- Pruning Safety
- Wood Chipper Safety
- Working Safely with Chemicals

#### **29. Hazardous Communication Standards**

- Employee Exposure Risk
- Employee responsibilities
- Employee Training and Education
- Training Goals For Employees
- Hazardous Chemical List Appendix A
- OSHA HazCom Pictograms
- OSHA HazCom Pictograms

#### **30. Operating A Forklift Safely**

- Forklift Safety
- Daily Forklift Inspection Checklist
- Forklift Basic Components
- General Forklift Safety
- General Forklift Safety
- Preventing Forklift Injuries
- Driving Your Forklift

- Driving Forklifts Safely
- Loading & Unloading With Your Forklift
- Forklift 'Fork Guidelines'
- Types of Forks
- Forklift Training Rules
- Lifting Affects Stability
- Forklift Tip-Over
- Why Forklifts Tip Over
- Forklift Safety Poster
- Forklift Training Rules Poster
- Tips for Safe Forklift Operations Poster
- Forklift Certification Quiz
- Forklift Training Statement of Understanding

### ***31. Operating a Tractor Safely***

- Tractor Driving Requirements
- Tractor Operator
- Tractor Operator's Responsibilities
- Road Safety for Tractors
- Tractor Hand Signals
- J&L's Certified Tractor Operator Quiz
- Tractor Training Statement of Understanding

### ***32. J&L's General Safety Training Quiz***

- Safety Guidelines Statement of Understanding

### ***33. Safety Training Summary***

- Certificate of Completion
- 'Safety Guidelines' Statement of Understanding
- 'Worker's Protection Training' Statement of Understanding

### ***34. Customer Policies***

- Delivery Policy
- Employee's Responsibility for Deliveries
- Planting Charges
- Donations
- Rental Policies
- Rental Equipment
- Plant Rental
- Rental Procedures

### ***35. Rental Charges***

### ***36. Delivery Policy***

### ***37. Store Policies***

- Closing Policy
- Procedures At Closing Time:
- Plant Guarantee
- Fountain Guarantee
- Potted Christmas Tree Guarantee
- Freshcut Christmas Tree Guarantee
- Landscape Design Services
- Radio Policy
- Code Words
- Telephone Procedures
- Guidelines
- Fax Machine

### ***38. J&L Store Policy Section Appendix***

- Rental Form
- Potted Container Form

- Report Of Plant Injury Form
- Insurance Estimate Form
- Value of Trees and Shrubs
- Trunk Formula Worksheet
- Broadcast Spreader Settings

### ***39. Conclusion***

- Statements of Understanding
- Receipt of Employee Manual
- 'Employee Standards' Statement of Understanding
- 'At-Will Employment Agreement' Statement of Understanding

### ***40. General Statement of Understanding***

- This 'Statement of Understanding' confirms that: