



## Employee Handbook



## Employee Rules

- 1) Never take food out onto the sales floor. Keep all food in the back room.
- 2) Keep your cell phones in the back, or in your pocket on silent when out on the floor.  
  
Phones should not be used on the sales floor unless they are being used for Apple SEED training.
- 3) You can NOT ring yourself up for any personal purchases! If you want to purchase something, have a member of management ring your purchase up.
- 4) Always look professional. No hats, sagging pants, ripped clothing, etc.
- 5) No sitting while customers are on the sales floor.
- 6) Greet all customers as they enter the store. There should be no distractions preventing you from greeting customers as they arrive. Customer service always comes first!
- 7) Never answer the phone when you are interacting with a customer in the store. If the call is missed, call the customer back once the sales floor is clear of customers.
- 8) If you do not know an answer to a customer's question, DO NOT make something up.  
  
Find an employee who can answer that question, or research it online. False answers often lead to returned merchandise and upset customers.
- 9) If you have time to lean, you have time to clean!



## Attendance Policy

We understand school comes first, however, appropriate arrangements must be made if you expect to miss a shift due to class constraints. As an employee of RAMtech, you must plan ahead when it comes to exams and homework deadlines. If you are unable to make a shift due to a schedule conflict, you **MUST** have proper shift coverage. In the event that you are unable to find employee coverage for your shift, you will be marked as an unexcused absence. You have three unexcused absences before termination of employment. To function as a business, proper student shift coverage is necessary.

When requesting time off, Diane and JD must have your request in ahead of time. You must give, at a minimum, one week notice of a time off request.

If you do not have both Diane's and JD's cell phone numbers, get them as soon as possible!

When arriving to work, on time means at least five minutes before your shift! Being ready to clock in for your shift means you have your nametag on and you are ready to begin helping customers.



## Phone Procedures

Answering phone calls are an important part of the customer service process. All phone calls should be answered within **three rings**. If you are interacting with a customer in the store, DO NOT answer the phone. In person customer service always comes first! The sales floor's main phone number is (970) 491-7625.

- 1) When answering a phone call, greet the customer in a professional manner by following the example below.

**"Thank you for calling Ramtech. This is \_\_\_\_\_, how may I help you?"**

- 2) Listen to the customer's needs and answer appropriately. If you do not have an answer to the customer's question, politely state that you will find an associate who can answer their question and place the customer on hold by pressing the hold button located below the main screen. Be sure to inform the customer that you will be placing them on hold!
- 3) Always end the conversation in a kind, professional manner. For example, finish the conversation by saying, "Thank you for calling. Have a great day." NEVER hang up on a customer without a proper conversation ender.
- 4) If you cannot answer a phone call in time, check the store voicemails (either in Outlook or on the phone) to see if a voicemail was left. If a customer has left a message, call them back within **30 minutes** of receiving the call.
- 5) If a customer calls while you are currently on the line, let it ring. Any calls received while currently using the phone will be automatically sent to the phone located in JD's office. DO NOT put a customer on hold to answer an incoming call.



## Email Procedures

RAMtech emails are opened through Microsoft Outlook on the student computer located behind the registers. All mail is received by [ramtech@colostate.edu](mailto:ramtech@colostate.edu) or [ramtech\\_store@mail.colostate.edu](mailto:ramtech_store@mail.colostate.edu). Emails must be responded to as soon as possible. However, emails are your last priority if customers are in the store or on the phone. Emails are to be responded to within **one hour** of being received.

- 1) When an email is received, it will show up in the main *Inbox* folder. If a message has not been clicked on and read, it will show up with a dark blue highlight.
- 2) Respond to the customer's email in a professional manner. An example of an appropriate response is below.

John,

Your receipt is attached. Below you will find your SPSS version 23 license code. If you have any issues, please let us know.

9e8ds19ut8w00xzddqlpjs – SPSS v24

Thank you,  
Employee Name

**Note:** This is not our SPSS email. It is only showing how to be professional.

- 3) If you do not have an answer to a question, do not hesitate to find someone who can answer that for you. DO NOT take a guess! RAMtech is a learning environment! We are all here to help each other learn and expand our knowledge.
- 4) If the customer has included an attachment, such as a license form, print the attachment to **//acnsprint/RamTech\_Xerox** (revised 7/16).
- 5) If you are sending a receipt to a customer over email, refer to the *Saving a Receipt as a PDF for Email* instructions found in the instructions folder next to the student computer.
- 6) After an email has been replied to, file it in the appropriate folder located under the main email Inbox. The folders are labeled by month and year in the format **Month\_Year** (ex. June\_2020).
- 7) All emails must be responded to before leaving for the day. NEVER leave an email sitting in the mailbox without having been responded to overnight.



## Return Procedures

- RAMtech is able to take returns on products that meet the following criteria:
  - 1) All returns/exchanges must take place within 14 days of purchase.
  - 2) Returns must be accompanied by a RAMtech original receipt, packaging, and enclosed materials.
  - 3) Items that have been opened must be in new condition and will be assessed a 20% restocking fee.
- RAMtech is unable to take returns on:
  - 1) Computers and software
  - 2) Products we no longer carry in stock.
- If the product was returned due to product failure, place a note with the return PT or PR invoice number in the RMA bin located in the manager's office. If the product is in good shape in the original packaging, place the item back on the sales floor.
- All individual exceptions to the return policy will continue to be evaluated and ultimately decided upon by the RAMtech manager on duty.



## LITS Procedures

Every morning, an employee from the Morgan Library Repair Center will bring their transaction invoices (LITS) from the previous day. These invoices will need to be inputted into POSIM by the opening employee. Follow the steps below to ensure the LITS invoices are properly inputted and taken care of.

- 1) Locate the payment method. This will be shown in the top right of the box showing the total charges for that invoice.

Date : 7/7/16					Terms : <u>Student Account</u>	
Qty	Item No.	Description	Unit Price	Extension	2015 ( 7.40% )	Total
1	PLOTSFS - 4.0ft	4.0ft = (43"-48")	\$31.60	\$31.60	\$2.34	\$33.94
Total				\$31.60	\$2.34	\$33.94
Grand Total						\$33.94

Signature : 

- 2) If the invoice is charged by *Student Account* or *Visa/MasterCard*, locate the **Client CSUID #**. If the Invoice is charged by *Department* locate the **DEPARTMENT** and **ACCOUNT #** section.

~~For all plotting~~ requests please provide the following:

Client CSU ID# 830571897  
Poster Size (WxL) 48" 36"

~~For Departmental~~ plotting requests also provide the following:

DEPARTMENT:  
ACCOUNT #:

- 3) Enter the customer's information, including CSUID or Department/Account number, first and last name, and phone number (if available). **NOTE:** If the LITS invoice is charged to a departmental account number, DO NOT put **6225** as the sub code at the end. For all LITS departmental invoices, you must put **6603** at the end.  
Please put Invoice number into the address line in "Bill To"

- 4) In the charges box, locate the quantity, item number, and unit price. Enter this information into POSIM. If the *Item No.* column contains PLOTSFS, PLOTDEPT, or PLOTWOLFDEPT enter the product as **LITS-PLOTSFS** or **LITS-PLOTDEPT** into POSIM.

Date : 7/7/16				Terms : Student Account		
Qty	Item No.	Description	Unit Price	Extension	2015 ( 7.40% )	Total
1	PLOTSFS - 4.0ft	4.0ft = (43"-48")	\$31.60	\$31.60	\$2.34	\$33.94
Total				\$31.60	\$2.34	\$33.94
Grand Total						\$33.94

Signature : 

- 5) Make sure the total in POSIM reflects the same total that is found in the Grand Total section on the LITS invoice. **NOTE:** If the LITS invoice is charged to a student account or department it is ok to leave the total in POSIM off by +/- 1 cent.

Terms : Student Account		
	2015 ( 7.40% )	Total
30	\$2.34	\$33.94
30	\$2.34	\$33.94
Grand Total		\$33.94

- 6) After completing the invoice and finishing the POSIM transaction, staple one copy of the receipt to the top right of the LITS invoice. Place the other receipt into the register drawer.
- 7) After all of the LITS invoices have been completed, place them in the order they were rung up in the register and paper clip all invoices together. Place the invoices into the appropriate bin under the register when completed.





## Opening Procedures

- 1) RAMtech opens at 7:45am. If you are scheduled to open, please arrive by 7:40am through the back door. If one of the management team is not present and you are the first to arrive, unlock the back door and disable the alarm.
- 2) Turn on the student computer, enter the RAMtech login password, and start the Time Clock application. Passwords to log into the computers are located in Dianes office.
- 3) After you have clocked in, open up Microsoft Outlook to begin downloading all emails sent overnight.
- 4) If the front door has not been opened by management, unlock and fully open it. Turn on the sales floor lights and make sure the motion alarm has been turned off.
- 5) While unlocking the front door, make a note if the windows need to be cleaned during your shift. Once all opening procedures have been completed, and customers have been taken care of, clean the front windows and front door if necessary.
- 6) Turn on the both register computers. The password for these computers is **456rtpwd\*** (revised 7/16).
- 7) After logging in to the register computers, startup POSIM Sales by clicking on the cash register icon located on the bottom task bar. Log in using your sales information.
- 8) Turn on all demo computers and tablets. The password for the Windows demo computers is **RAMt3ch** (revised 7/16). You should not need a password for the Apple computers or iPads. If the screens have fingerprint smudges, grab the computer screen cleaning cloth and wipe down the screens as applicable.
- 9) Turn on the GoPro display by opening the hinged door behind the RAMtech Technologists poster and flipping the power strip switch.
- 10) Turn on the playlist TV by pressing the power button on the Mac Mini below the TV. Grab the wireless mouse from the white drawer next to the diagnostic iMac and navigate to Google Chrome. If YouTube does not start right away, click on the YouTube bookmark and choose the "Sales Floor" playlist to begin the video rotation.
- 11) Make sure all product is stocked and faced properly. If we are out of a product, notify the ordering manager in a timely manner.

- 12) After the sales floor has been taken care of, answer any emails you may have in Outlook on the student computer.
- 13) Once the library staff drops off their LITS receipts, they should be promptly rung up and stored below register 2 in the LITS drawer. Refer to the *LITS Procedures* guide for help.



## Closing Procedures

- 1) To make sure everything is done in time, begin the closing procedure around 3:30pm.
- 2) Begin by verifying both POSIM and the Visa terminals show the same totals. To check the Visa terminals, click the # button, choose *Reports Menu*, choose *Summary*, and then choose *Print*. This will print a summary that shows the total credit card sales for that specific terminal. If both terminals have been used, make sure you do this for both.
- 3) Put the Visa terminal totals into the Ending Tills document and compare the total to the tills shown by POSIM. Refer to the **Ending Tills Guide** for specifics. DO NOT FORGET TO INPUT THE LITS VISA TOTAL if it has not been already inputted by the opening employee.
- 4) If the Visa totals match up, count the cash drawer and verify the cash on hand is the same as what is shown by POSIM.
- 5) Once tills are taken care of, make sure the receipts are in order (by PT/PR number). Paper clip the receipts together and separate them by register.
- 6) Around 4:30pm, turn off all demo computers and tablets. Make sure you unplug the charging cables so they are not charging overnight.
- 7) Turn off the GoPro display by opening the hinged door behind the RAMtech Technologists poster and turning the power strip off.
- 8) Before the store closes, power down the video playlist Mac Mini by holding the power button until it turns off.
- 9) At 4:45pm, close the front door and make sure the door is fully locked.
- 10) Turn off the sales floor lights and turn on the motion alarm. Make sure the alarm is facing the front door.
- 11) Verify again that all ending tills match up. If they do, shut down the register computers.
- 12) After clocking out using the Time Clock application, shut down the student computer.
- 13) Check in with the manager on duty before you leave to ensure everything has been taken care of.
- 14) If you are the only one in the store, close the break room door and arm the store alarm system. Lock the back door after exiting to ensure the door is properly shut.



## Daily Opening Checklist

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### Clean

- **Register Area** – Disinfect counter, keyboards, mice and straighten signage and hardware
- **Computer and iPad Demo Areas** – Remove smudges from screens, disinfect counters, straighten signage
- **Doors and Windows** – Clean if necessary, remove smudges from front door and front windows
- **Student Computer** – Disinfect keyboard, mouse, desk and organize any order forms/notes left overnight

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### Restock

- **Merchandise** – Check all product on the floor and fill any low/empty hangers. If we are out of stock, or getting low on a product, notify management.
- **Software Binders** – Print out more forms as needed, create DVDs with installation media (if applicable)
- **Order Forms** – Print more special order forms, install forms, etc. as needed
- **Information and Spec Sheets** – Print more Office instructions and computer specification forms as needed
- **Backroom** – Clear any merchandise off of the back room counters. Stock newly received merchandise if needed

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### Call Hold Shelf

- If a hold has remained on the shelf for more than **five** days after contact, re-contact the customer to inform them their product is waiting to be picked up.

As always, **customers come first!** Before going through this checklist, make sure all customers, whether in person, on the phone, or over email, have been taken care of. Please initial each box once the tasks have been completed.



## Daily Closing Checklist

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### Ending Tills

- **Count Cash Drawer** – Make sure the cash in the drawer is counted and placed in the Ending Tills spreadsheet. Match totals with the totals shown in POSIM Ending Tills.
- **Print Visa Summary** – Print Visa summary from both terminals and place total in Ending Tills spreadsheet. Match totals with totals shown in POSIM Ending Tills. Check LITS for Visa summary totals.
- **Ending Tills Spreadsheet** – Save Ending Tills spreadsheet with the current date and updated Visa and cash totals.
- **Receipts** – Make sure receipts are in order by PT/PR number and Visa receipt number. Place a paper clip around the receipts and separate by register.

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### Clean and Shutdown

- **Sweep Floors** – Sweep the register area and sales floor.
- **Face Product** – Face all product, straighten up high traffic areas such as computer cases and headphones.
- **Demo Computers** – Straighten signage and clean smudges off of computer and tablet screens. Shut down all demo computers and tablets and disconnect them from their power adapters. Ensure the computer is shut down and finished with any updates before closing the screen.
- **Displays and TV** – Turn off GoPro Display and music playlist television.
- **Stock Product** – Stock any empty or low product on the sales floor. Notify a manager if a product needs to be reordered.
- **Dishes** - All dishes must be cleaned, dried, and put away before you leave.

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### Customer Service

- **Emails** – Answer all emails before leaving for the day. Do not leave any emails unread and unanswered.
- **Licensing** – Send all licenses before leaving for the day. Do not leave any license forms on the desk without sending the customer their code or license file. Any forms that are waiting for payment method or reply from the customer should be placed in the “License Forms Waiting For Reply” bin on the student computer desk.

As always, **customers come first!** Before going through this checklist, make sure all customers, whether in person, on the phone, or over email, have been taken care of. Please initial each box once the tasks have been completed.



## Unhappy Customers

If you encounter a customer that is unsatisfied and upset (for just or unjust reasons), you will want to follow the suggestions below to win their support and their continued loyalty to RAMtech.

- **Express you are sorry** – “We apologize for the mistake/problem.” “I can imagine your frustration with this situation.” “I am sorry for the inconvenience.”
- **DO NOT argue or interrupt the customer** – Let the customer speak before you try to discuss the situation. Arguing or interrupting will only make the situation worse!
- **Remain relaxed and calm** – Stay relaxed and calm when speaking with the customer. Customers will usually calm down when they encounter a relaxed sales person.
- **Make note of the facts** – Listen carefully to the customer and jot any important points down. Again, do not interrupt the customer as they are explaining the situation.
- **Craft a solution to the problem** – If you are able to suggest a solution, do so. If not, tell the customer what actions you will take to make sure their needs are met (find a manager, etc). *NEVER* promise the customer anything you are not entirely certain is possible. Crafting a lie will only escalate the situation.
- **Never question a customer’s correctness** – The old saying “the customer is always right” remains viable to this day. Always be open minded to the customer’s opinion and make them feel their opinion is worth listening to.
- **DO NOT extend excuses for the problem** – Thank the customer for drawing your attention to this issue. Inform the customer the problem will be solved in a timely manner.

- **NEVER talk negatively about a customer** – In the store, do not gossip about the customer as they have left or are leaving the store. This is a professional environment that should be treated as such.
- **Follow up with the customer** – Follow up with the customer to make sure the promised measures have been taken.
- **Follow the remember LEAR method for unhappy customer interaction:**
  - **L** – Listen and do not interrupt
  - **E** – Empathize with the customer
  - **A** – Ask questions to begin solving the problem
  - **R** – Resolve the problem