

STORE OPENING PROCEDURES

In order to ensure that our stores open on time, while maintaining the appropriate loss prevention environment, the company requires a series of daily STORE OPENING PROCEDURES.

While opening procedures are listed in numerical order, it is likely that one associate may be completing one step while another associate is working on a different step.

- 1) A minimum of two associates (at least one of the two must be the store manager or a keyholder) arrive at a designated time, approximately 1 hour before the store is scheduled to open.

If ten minutes go by and one associate has not arrived, the other associate is to call the missing associate, another store associate or the manager to ensure that someone is on their way to open the store. If the associate cannot reach any of these people, they must page their Regional District Manager and call the main office. If necessary, the Manager or Keyholder may enter the store to use the phone once they have a mall security or an SMC person acting as an observer. The safe may not be opened until a second store or SMC employee is present.

- 2) The Keyholder enters the store through the front entrance while the other associate(s) observes from a distance. The entrance is immediately re-locked, the key removed and kept in the control of the Keyholder.
- 3) After turning off the alarm and checking the store, the Keyholder allows the other associate(s) to enter the store. The entrance is immediately re-locked, the key removed and kept in the control of the Keyholder.
- 4) The Keyholder unlocks the safe and associates display merchandise in the cases, place repairs in locked repair drawer, and layaways in locked layaway drawer.
- 5) Complete all case counts. Any problems must be immediately reported to Loss Prevention before the store opens.
- 6) Test case alarms reporting any problems to Loss Prevention as soon as possible.
- 7) Open POS, following instructions indicated in the POS Manual.
- 8) Open Cash Drawers following correct guidelines and procedures (*see Store Office & Cash Drawers chapter*).
- 9) Place safe on day lock.
- 10) Refresh balloons for display around the store (may be completed after store opens).
- 11) Walk the store to ensure that no cash or jewelry is left out, all cases are locked, cash drawers are locked, store is clean and there is adequate stock of appropriate supplies (i.e. mailers, credit applications, etc.).
- 12) Open the door(s) and/or gate(s) at the store's proper opening time, pull lobby stands outside and begin doing business!

STORE CLOSING PROCEDURES

We never discourage late shoppers at Daniel's. Tremendous business is often done at the very end of the day, sometimes when other stores in the mall have already closed their doors. Therefore, it is critical that our stores stay open and dressed (balloons up, etc.) until the very end, at least until the designated closing time.

The company has a series of STORE CLOSING PROCEDURES expected of each store each evening.

While the closing procedures are listed in numerical steps, it is possible that one associate may be completing one step while another associate completes a different step. The following procedures are to be followed on a daily basis:

- 1) While there is a set closing time, closing procedures do not begin until all customers have left the store. When the final customers have left the store, bring in all lobby stands and lock the gates/doors.
- 2) Complete all case counts. Any problems must be immediately researched and if not found, reported to Loss Prevention before leaving the store.
- 3) Pull all required merchandise including diamonds, gold, stone rings (if visible from the outside), layaways, repairs and repair log from cases and drawers for overnight storage in store safe. Merchandise that does not fit in the safe should be stored in locked drawers or cabinets, or if none are available, in unlocked areas that are out of sight.
- 4) Close store office and POS (*see Store Office & Cash Drawers chapter, p.14*).
- 5) Once all merchandise, the bank deposit, drawer "Loan" envelopes and keys have been placed in the safe, the safe is to be locked.
- 6) Clean store, bathroom, vacuum and take out trash (done in the morning, only if unsafe at night).
- 7) Keyholder or manager stays in store to set the alarm while remaining associates stand outside observing the store from a distance.
- 8) When Keyholder locks the store, all associates are free to leave. However, it is required that all closing associates accompany one another out of the mall and to their cars.