

# SNOWMAN STUDIOS INC. EMPLOYEE INFORMATION

## (Snowman's Reindeer Farm)

**SEASONAL (October – December) Employees of Snowman Studios Inc. hired to work at the Reindeer Farm are cross-trained to work in two or more of the following positions:**

### **JOBS**

- **Greeter/General Admission Cash Register:** Greets visitors and takes money for admission
- **Flying Reindeer Snack Bar:** Prepare, serve and clean up drinks and snacks for visitors. Must take basic food service class for certification.
- **Jolly Old Elf Shoppe:** Handles cash register and works with customers in gift shop
- **Reindeer Educator and Activities:** Talks to visitors about reindeer and assists visitors with games or activities as needed.
- **Reindeer Handler:** Talks to visitors about reindeer and is present with the reindeer to help with feeding and petting.
- **Reindeer Farm Assistant:** May include cleaning pastures, animals or grounds.

### **EMPLOYEE INFO**

**Each person employed at the Reindeer Farm must be:**

- Good with People: friendly, outgoing and articulate
- Good with Animals: gentle, loving and unafraid of animals
- Dependable: Always showing up for work on time and when scheduled
- Able to stand for 3-4 hours straight
- Able to follow multiple directions
- Able to perform basic sweeping and cleaning tasks
- Able to learn basic retail procedures with cash handling and checkout
- Able to work with customers in a friendly, professional manner
- Able to learn and remember basic information about the company products and services
- Able to walk quickly from place to place spanning over 100 yards
- Able to withstand cold temperatures outdoors for extended periods of time
- Able to solve problems and think quickly
- Able to provide own transportation to and from work
- Able to lift 25lbs, reach, bend, stoop, and climb a short ladder
- Able to shovel snow and sweep sidewalks
- Able to answer phone and talk to customers

**Each person will be expected to take responsibility for the following tasks as needed:**

Vacuum and Swiffer mop floors

Sweep and/or shovel Sidewalks

General Cleaning including windows, doors and bathrooms

Take Inventory

Pick up garbage

Answer business phone, make and/or return phone calls

Welcome and attend to customers

Operate the cash register  
Answer questions  
Arrange the display areas

**Each employee is expected to use proper safety procedures to ensure a safe and healthy environment, which includes but is not limited to:**

Using a step stool or ladder when doing work. (not standing on chairs, counters, etc.)  
Locking doors while handling money in cash register for opening and closing the business  
Washing hands after using restroom or handling money  
Making sure floors are dry before customers come in.  
Keeping dampness off floors by mopping or using fans  
Keeping all rugs flat  
No smoking anywhere on the property.  
If an injury occurs on the job (this includes a client injury), employees must fill out an Incident Report Form and submit to their supervisor within 24 hours of the incident. (see Incident Report Form under Employee Information)  
Any and all forms of harassment are prohibited. If any employee feels that they are a victim of harassment, they should fill out the Harassment Complaint Form and submit to their supervisor. (See Harassment Complaint Form under Employee Information)  
Fire Extinguishers are located in all buildings near cash register.

**Each employee of the company is expected to maintain the following appearance and behavioral practices:**

Preferred - Polo shirt or t-shirt with Snowman's Reindeer insignia with nice jeans (no holes) or pants.  
Other acceptable attire: Black shirt, red shirt or black and red plaid shirt (no insignias) Christmas themed attire.  
Comfortable shoes.  
Jewelry sold by Snowman Studios Inc.  
Company nametag must be worn at all times.

**Prohibited Dress:** jewelry that is not made or sold at Snowman Studios Gallery, t-shirts, torn garments, any combination of clothing where under garments are visible, flip flops, faded or worn looking items, items that reveal parts of the body that may make clients uncomfortable such as cleavage, midsection or upper thigh, items with insignias other than The Snowman's Reindeer Farm logo.

**General Appearance:** NO excessive make up, extreme hair cut/style, facial piercings or visible tattoos.

A clean cut and professional look is expected for hair, nails and face.

NOTE: Anyone arriving to work not properly dressed will be sent home without pay.

**SUBSTANCE USE and CRIMINAL RECORD:**

Snowman Studios Inc. employees must be drug and alcohol free. Employees may be asked to submit to drug and/or alcohol testing before or during employment.

Employees may not have any pending or past criminal record. Employees may be required to pass a criminal background check before or during employment.

**WORK TIME BEHAVIOR:**

Professional manners and a high level of politeness when working with customers and fellow workers are expected. Profanity, yelling or hostile behavior will not be permitted.

The use of "please" and "thank you" will be used in all dealings with clients and customers.

All employees are expected to conduct themselves in ways that promote and support the success of the company.

For example: It would be considered unethical for an employee to divert or steal profits, supplies, assets, client work, projects, etc. from the business. It would be considered unethical for an employee to promote his or her own work or services while on the job. It would be considered unethical for an employee to openly compete with the products or services provided by Snowman Studios Inc.

All employees are expected to keep confidential all information, including client and vendor information, processes and techniques obtained while on the job. Continued confidentiality is expected following employment as a matter of professional courtesy and ethics.

*Employees are expected to work exclusively on Snowman Studios Inc. tasks during work hours.* Each employee should refrain from texting, taking personal phone calls or working on personal projects during work hours unless they are on a break or approved by a supervisor.

Eating and drinking should be kept to a minimum while working to maintain a clean environment.

**NOTE: Any breach in the company code of ethical and etiquette conduct may result in immediate dismissal.**

## **PAYROLL AND BENEFITS**

**Payroll Schedule:** Snowman Studios employees will be paid on the 5<sup>th</sup> of the month unless that day falls on a weekend, in which case pay will be the Friday before. business is closed on July 4th, Thanksgiving, Christmas Day and New Years Day. The business may be closed during the month of January if needed due to weather.

**Rate of Pay:** The rate of pay will be determined based on three factors: level of education, relevant job experience and longevity with Snowman Studios Inc. All employees are considered temporary for the first six months. Internships can be counted toward the six-month trial period. Each employee will be given a verbal and written review of their job performance on an annual basis at which time pay increases may be discussed.

**Work Hours:** The hours of operation vary throughout the year based on seasonal needs. The number of hours per week for each employee will be determined by owners based on time of year, level of need and employee availability. Employees will be consulted when putting together the schedule and every effort will be made to accommodate personal schedules/events. Schedules will be posted during the last week of each month for the month ahead. There may be times when employees can work off site upon mutual agreement of owners and employee.

**Benefits:** Since all Snowman Studios Inc. employees are part-time, no paid sick days, medical or life insurance benefits are provided. As per state and federal law, workman's compensation insurance is provided.

**Breaks:** Snowman Studios Inc. is a family-oriented business committed to providing a fun and comfortable working environment for everyone. Short breaks may be taken at any time based on need by asking one of the other employees to cover your station. Most employees do not work for more than 4 hours at a time so breaks are generally not needed.

## **GENERAL INFO**

### **Goals of the farm:**

The goal of the Reindeer Farm is to offer guests a FUN, SAFE, MEMORABLE experience to celebrate the Holiday Season and bring people into Fulton County. The Reindeer Farm is also an educational resource for adults and children to learn more about arctic animals. Fun and Learning are both goals of the owners. A small gift shoppe and snack bar are part of the site experience. Guests will be offered information about Canton and other venues within the county in an effort to engage people with our community.

### **What we BELIEVE:**

The Snowman Family believes in SANTA. The reindeer come from the North Pole and Santa visits often. Santa will be in the barn with the reindeer to greet families during the time period between Black Friday and Christmas Eve. Our reindeer do fly on Christmas Eve if Santa needs them. We won't know if they are flying ahead of time, but we find out

Christmas morning. Santa leaves a note and a special solid brass sleigh bell for each reindeer when they fly on Christmas Eve.

**The Jolly Old Elf Shoppe Information:**

A wide variety of products are sold in the retail space of the Jolly Old Elf Shoppe. Most items are under \$20 and seasonal in nature. Some items are hand made by the Snowman family while most are commercially purchased. Gift Cards are available at the cash register and can be used anywhere on site.

**Flying Reindeer Snack Bar Information:**

The snack bar serves coffee, hot cocoa, cookies and other prepackaged treats for sale to customers separate from the general admission. All individuals working in the snack bar must obtain a food service certification by taking a class and paying the fee to take it as part of their job preparation. Contact the Fulton County Health Department for information.

Gift Cards are available at the cash register and can be used anywhere on site.

**Snowman Studios Inc. Service Information:**

Snowman Studios Inc. provides the following services, most of which are based at the Reindeer Farm/Corporate Office Site – 25599 E. Middle Lake Rd.: Signs, Murals, Art Restoration and Commercial Painting. Whenever possible, we try to educate and inform farm visitors of our other services.

**Customer/Client Information:**

The guests visiting the Reindeer Farm are of all ages and come from up to 2 hours away. Employees need to be attentive and friendly while keeping a close eye on everyone to make sure everyone is following safety procedures. If employees get questions they cannot answer, they are advised to take down the person's name and number so that the owners can get back to them. Employees can also hand out business cards to give guests the information they need to contact the owners on their own.

**What we DON'T do:**

We do not pose the reindeer for pictures during general admission times.

We do not allow people to get into the pen with the reindeer for the safety of everyone.

We do not allow anyone to abuse the reindeer. Anyone who behaves in a way that might be dangerous for the animals or the other guests will be asked to leave.

We do not allow people to enter areas of property other than those designated for the reindeer farm operation.

Individuals found in undesignated areas will be asked to leave.

We do not allow entry on any part of the property when we are not open.

We do not allow anyone to smoke or vape on the property.

We do not allow anyone to feed the animals anything other than our approved treats provided by OUR staff.

We do not allow drugs or alcohol on the property.

Our company reserves the right to refuse service to anyone if we are uncomfortable with the person's behavior and view it as a detriment to the animals, children or farm property.

Snowman Studios Inc. is an Equal Opportunity Educational Institution and EEO/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications, and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.