

**OLIVA HARRIS & GRYSON HANDBAG MERCHANDISING SERVICES AT SAKS
FIFTH AVENUE, BLOOMINGDALE'S & NEIMAN MARCUS**

OCTOBER 5-17, 2011

Preparing for the Service Visit

- Please log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process.
- Please check the "Instructions" column to see if there have been any **Alerts or Updates to the reports or planograms** for this specific service visit.
- Be sure you print out a copy of the required service report to take with you to the job site. It is imperative that you use the service report for the specific service visit because the **unique id number** is necessary for you to get credit for the visit.

Store visit times: The merchandising visit for the Olivia Harris and Gryson (Saks Fifth Avenue Beverly Hills & NYC only) product (handbags) on the sales floor is 1 hour.

- **Please note that all visits must take place between 10am – 4pm Monday thru Friday ONLY.**
- **DRESS CODE** is business casual. Sneakers and jeans are not allowed. **NO** food, beverages, gum chewing or cell phone usage is ever permitted on the sales floor at any time.
- **BRING A DIGITAL CAMERA WITH YOU AS PHOTOS ARE REQUIRED UPON COMPLETION OF THE SERVICE VISIT. YOU'LL BE REQUIRED TO TAKE A PHOTO OF EACH DISPLAY AFTER THE VISIT.**

When You Arrive at the Store

- As soon as you enter the store, sign in as **Quest-Tribeca Services** in the vendor log book located at the employee entrance (if a vendor log book is available).
- Speak with the Handbag Department Manager and tell him/her you are there to service merchandise the Olivia Harris and Gryson (Saks Fifth Avenue Beverly Hills & NYC only) displays located in the handbag department. Show them the letter of authorization.

Conducting the Service Visit

- Also introduce yourself to the sales associates and explain that you are working on behalf of Olivia Harris and Gryson (SFA Beverly Hills & NYC only) handbags.

Please ask if there are any major concerns regarding these handbags and then make note on your report.

- Ensure that ALL Olivia Harris and Gryson (SFA Beverly Hills & NYC only) handbags are grouped together. **Refer to the photos of the product supplied for your reference. If there isn't an Olivia Harris or Gryson display available on the sales floor please ask the sales or department manager where the Olivia Harris and Gryson handbags are located.**
- Make sure all of the handbags are displayed straight by style and color.
- Ask the manager for permission to enter the stockroom and bring out to the sales floor all Olivia Harris and Gryson handbags to fill in within the appropriate display space.
- Ensure that all items are priced tagged and signed correctly.
- Take after service photos only; one photo should be of the entire frontal position of the Olivia Harris and Gryson sections. Other photos of each display section.
- Make sure that you have fully answered all your service questions on the report clearly before leaving.
- You must have the sales or department manager (sales associate signatures will not be accepted) sign and print their full name on your service report at completion of your service call.

IMPORTANT: Ensure that you maximize the merchandise brought to the display during the service visit, working to organize and straighten the display to make it as shopable as possible during the allotted schedule time frame.

- Fill out the survey report making sure to answer all questions.
- **IMPORTANT:** Meet with the Department Manager before you complete your service visit and review what you accomplished during your visit and issues that you encountered.

After the Service Visit

- **IMPORTANT:** Log onto the program website at www.questmerchandiser.com using the username and password that you set up during your application process. **Pull up the required report and complete it Fax the completed hard copy report with the store management signature to the fax number provided on the report (note that you can fax the report in from any location prior to filling out the web report) or scan the hard copy report and upload it (you will be prompted for this option after completing the online report).**
- **All reports must be submitted within 24 hours of completing your service visit for you to receive credit for the visit.**

- Be sure to log on to the program website regularly to view your assignments, instructions, and scheduled visits.