

I. HISTORY OF THE COMPANY by Tami Takahashi

INTRODUCTION Many of our customers have been shopping at Takahashi since the days of the POST STREET store. These customers know a great deal about the history of our company, and quite often they will tell you about their past trade with us. We feel that it is important that you also are aware of how Takahashi was "born", and how we have grown. This company has a history that few can equal. The hopes and dreams and labor that have never ceased to make it grow ... are something we hope you will share.

In October 1945, Henri and Tami Takahashi bought the property at 1661-1663 Post Street in order to obtain a location for a business site. In April of 1946 the Takahashi Trading Company registered with City Hall as a small neighborhood department store with an export license to ship pharmaceuticals, dry goods, condensed food and staple goods to war-devastated Japan.

Annual allotments of food to American missionaries, Mercy Packages from individuals in the United States to relatives and friends, and such shipments as children's shoes to an orphanage from Ambassador and Mrs. Grew were handled as a specialty. Takahashi Trading Company was among the first of such companies in the U.S.

Takahashi Trading Company started with a staff of four and soon had an evening crew of eight. Store hours were from 9 am to 10 pm and packing and shipping went on until 11 pm. A Jeep station wagon was then packed with parcel post gift packages going to Japan and driven to the Rincon Annex Post Office before its midnight closing. A midnight supper was prepared by Tami while the men were gone, while others assembled orders and restocked shelves for the next day's documentation and anticipated sales.

Soon there were four packers, six bilingual documentation clerks headed by Tami, and a registered pharmacist. Eight office clerks kept accounts and ordered stock. There were now sales clerks in the store and the mail orders were carried in by the basketful.

Three years after the cessation of World War II the Peace Treaty was signed in San Francisco. Many Japanese dignitaries and national leaders, some of whom had been recipients of our packages, visited our company to praise our efforts.

Happily for the war-torn areas, emergency deprivation conditions adjusted themselves in a few years through the industry of the Japanese. However, this meant the demise of the Export Division of the Takahashi Trading Company. The company anticipated the signing of the Commercial Treaty between the United States and Japan in 1953, and became the first to convert active ties and the stock to featuring imported merchandise of contemporary Japan.

This meant a clearance of merchandise on hand after a tremendous Sacrifice Sale. Three dollar men's shirts of national brands were advertised at fifty cents. Everything was slashed. Unfortunately, a quarter-page advertisement run daily in the Japanese colony's two bilingual newspapers brought almost no response. The bargains were too unbelievable, too ridiculous in those days of scarcity.

Resigned to a loss of \$10,000 that year, the Takahashis sacrificed their entire inventory to a close-out dealer, Sam Schneider, at ten cents on the wholesale dollar. The next morning at eight a huge van arrived with four men who streamed down the aisles and by noon had stripped the store.

The Takahashis stood there and wept. There went the last vestiges of a business that had given badly needed jobs to the Nisei during the hostile post-war employment period, and which had sent hundreds of thousands of Mercy Packages full of clothing, food, soap and medicines to war-stricken areas.

Mr. Schneider's check was for \$411 and we had already arranged for the opening stock of the new store. Additional capital had been readied to start the first Japanese gift shop of post-war San Francisco. In Japan, where Tami Takahashi went on her search for fine examples of hand crafts, the name of Takahashi had preceded as donors and senders of Mercy Packages, and people in turn were now eager to help.

The Takahashis were members (in fact the only American members) of the Japan Folk Art Society, and the first shipment of Mashiko ware and other famous folk art "greats" had already arrived. Folk potters such as Hamada, Kawai, and Leach were beautifully represented, and other crafts, hand-woven textiles, and hand-laid papers took their place beside them. This collection of hand-created and finished masterpieces made the opening another first in this country.

This was the first such collection of Japanese folk craft to be sent abroad. There was interest among the art critics and collectors in Japan toward the outcome in America, but none could predict the degree of popularity in the United States. Word spread rapidly. Museum directors, artists, ceramicists, architects, designers, and collectors all came. Classes toured and informal lectures took place.

The objects were all selected to harmonize with and accent the contemporary American home. For instance, Takahashi imported Japanese matches in decorated hand-made boxes, designed as table accessories. Even match head colors were coordinated with the cover colors. Japanese motifs were used on Japanese papers. Authentic folk toys, homewares, kitchen tools, floor coverings, interior accessories, and dishes were chosen for a public outside the confines of the Japanese home. We avoided the cheap, mass-produced souvenir trinkets, and for the first time, the handsome and functional everyday products made in Japan for the Japanese themselves were presented to the general American public. Among the many exclusive designs and articles held in sole agency were the hand-dyed calendars, made of vegetable dyes and washi papers by Serisawa Keisuke.

In order to further mutual respect and appreciation of the everyday level of culture of both countries, a program was planned. Two sound films from Tokyo, on loan by our friend Isamu Kenmochi, were shown. One was on Bunraku puppets. This was the film's premiere in the United States and Marchioness Yasuko Kuroda performed the Tea Ceremony. It was the first such public presentation since World War II.

The program was an enormous success. Though only about seventy invitations were sent, about three hundred people came because the invitations included "friends". When everyone had gone and the room was swept, there were no discarded programs. We became the talk of the town; columnists mentioned us. We were recognized!

Great names on the American scene came to see the collection. It was viewed by Edgar Kaufman, Edward G. Stone, John Houseman, Vincent Price, Stanley Marcus, Alexander Girard, and Charles Eames. From Europe came Hans Wegner and Finn Juhl, and from Japan, Dr. Soetsu Yanagi, Bernard Leach, Shoji Hamada, Riké Watanabe, and many others. Hiroshi Okaki

In spite of our rapid growth, lunch was still served to employees each day and tea time was at four. At this time, the customers in the store also were served green tea in little Japanese cups, often with imported goodies.

The Takahashi Trading Company became the first Nisei company to run an institutional advertisement under contract in an American newspaper. Large white areas characterized these ads, with the Takahashi signature (still used today) at the bottom. Once the space had only a plaintive

WE
WANT
TO BE
DISCOVERED
BY MORE PEOPLE

which was tremendously successful.

Most of the ads urged the citizenry to come to Takahashi and to explore the Japanese village in San Francisco, whereupon the restaurants, grocers, and other merchants in the neighborhood began to enjoy Hakujin (Caucasian) patronage.

Shibui, a Japanese aesthetic term meaning restraint, under-statement, and naturalness, was repeatedly used to advertise and describe our taste, our presentations, and our selections. On the basis of shibui, we had won in 1953 a total of 32 Good Design Awards from the Museum of Modern Art in New York; in 1954, we won another eleven awards and numerous other museum recognitions. California Designers Awards went to Henri for his shoji lamps and Genji screens. It was by now generally known that Takahashi had introduced the hinged shoji panels as screens to the world outside Japan.

Takahashi had by this time been mentioned in national articles, lectures, and several Master's Theses, as the company spearheading the introduction of the Japanese Artifacts which were becoming a major influence on contemporary American decor. One of the first items to be imported, back in 1950, was the now famous lacquerware. Henri Takahashi now gave the name "Persimmon" to a hot orange lacquer color, in keeping with the Japanese theme of decor. Since then, Persimmon as a color identification has been used by the paint and furniture industries and the upholstery and fabric dyeing trades.

In 1955 we began carrying American and other non-Japanese handcrafts. For instance, we were the first on the Pacific Coast to carry the Hogan and Bolas enameled jewelry. The works of local artists, wood cuts, enamel jewelry, and collages were also stocked in the Post Street store. The Main Street store now carries crafts from all over the world.

In January of 1953, Jean Tsuchiya arrived to help type invoices and mail out the brochures, and about a month later Jack Merkel offered himself as a salesman to sell the lamps and shoji screens. Masaji Iwate had come with his older brother soon thereafter to make the screens and lamps. In 1955, Aki King came to help in the retail store. More men were needed at the warehouse for the wholesale division, and the next year Joe Kakiki started as a neophyte shipping clerk. All these people are still with us and have risen to key positions, though many others have come and gone.

In 1959, the company received more awards: a citation was given by the Governor of the Prefecture of Okayama, Governor Yukiharu Miki, for introducing Igusa grass products to overseas markets in the largest quantities. There was also recognition from JETRO (Japan Export Trade Organization) and Awards of Merit from the Japan Lacquerware Manufacturer's Association and the Japan Enamelware Manufacturer's Association.

Also in 1959, the Takahashi Trading Company was dissolved, and Takahashi Inc. (wholesale), Far East Trade Council (Counterpoint), and Takahashi Imports Inc. (retail) registered with the State of California as corporations.

In May of 1959 we participated in San Francisco's first major Urban Redevelopment Program. Takahashi was the first to leave the redevelopment area, and was featured prominently in a documentary film on the subject of Urban Redevelopment viewed several times since on television. (This film was made by the Council of Civic Unity of San Francisco.)

The decision to leave the area to seek a future elsewhere proved fortunate. A 10,000 square foot warehouse at 654 Battery Street, now 1 Jackson Square, formerly the Schenley liquor warehouse, had been leased in 1951, so another nearby warehouse was chosen for the store and offices. Our new quarters were at 323 Pacific Street. Henri Takahashi and a designer-customer, Albert Lanier, achieved an exterior commercial remodeling job with the unmistakable Lanier delicacy. Now at last the office, the retail store, and the warehouse were in proximity.

1954
TAMI Ties

TAMI Toys

ZABUTON FACTORY

LACQ -

" TAKAHASHI COLORS "

In 1961, we introduced cerise and purple as lacquer colors, and in 1962 lemon and lime. All of these Takahashi colors were repeated in House and Garden Color Forecasts. In previous years a putty-colored olive had been registered as a House and Garden color along with Persimmon, Lacquer Red and Tile Red. The October and November issues of House Beautiful were entirely devoted to Japan with shibui as emphasis. Takahashi alone dared to scream "SHIBUI--PHOOEY" on the front show windows of the store.

hitherto
unknown

Within two and a half years the premises were outgrown. In December 1960 the ten-year lease was abandoned and we purchased a fine six-level building on Main Street. The warehouse moved in January of 1961. The retail store was again remodeled by Albert Lanier, and we moved back in on July 9th, 1962. By this time, Carole Oman had joined the staff, and she was responsible for decorating the store. Henri Takahashi and the crew moved the stock into the handsome fixtures made by Masaji Iwate. The store was called "Main Street" with tongue-in-cheek "Main Street USA" decor.

* HT's
NOW
TRADE
IDENTIFICATION

Our customers approved, so much so that on June 4th, 1965, Takahashi Imports opened another store at San Francisco's new Ghirardelli Square, and on November 26th, an additional, larger store on Grant Avenue off Geary. This is being written in January of 1966, and all three stores are flourishing, thanks to a friendly public.

We are still striving to give our customers good value by making their everyday lives richer and more enjoyable. We are grateful that little girls and boys who were delighted with our colorful paper balls and carp-fish kites are still coming to buy for their homes and for their own children.

as adults

We believe Takahashi Imports Inc. has a tremendous future and we are constantly searching for new talent. We need sketch artists, production artists, industrial designers, market researchers, and cartoonists. People with a talent for illustrations, catalogue production and jewelry design are also needed. The staff, half Oriental and half Caucasian, work together harmoniously and are all eager to contribute to the growth of the entire company.

III. SELLING GUIDELINES FOR OUR SALES STAFF

You, as a member of our sales staff, are one of the most important employees of our company. Your personal attention to our customers gives the store its reputation. The customers come into our store because it is attractive. They BUY because of good salesmanship. They will RETURN because of courteous and cordial service.

Salesmanship is a highly skilled art and we cannot tell you in a few words what takes study and experience to learn. There are, however, basic fundamentals that we expect you to follow.

TAKAHASHI has gained a reputation for being an informal, delightful place to shop. With this in mind, your first duty should be a pleasant greeting to each and every customer near you. Please remember that you can still speak to people while executing some other duty. If you are discussing work with a fellow employee and a customer approaches, stop to acknowledge the customer and continue your conversation later. We cannot afford to create an indifferent atmosphere. We would prefer that you not get into the habit of greeting customers with "May I help you?". We admit that there are times when this is an appropriate phrase; but remember that if the customer says "NO", you have severed your contact. Y

Our very existence depends on selling merchandise; however, every customer, whether they actually make a purchase or not, should be shown cordial attention and service. We want the atmosphere to be so inviting that these people will return. Other duties, though vitally important, must be secondary.

Your enthusiasm about the merchandise around you can generate a like response in your customers. Once you have obtained this response, it is relatively easy to sell an item. When an item is "sold" (your customer has expressed that she wants to have the item, but you have not yet rung up the sale), suggest related merchandise ... napkins and napkin rings to match a placemat ... or dish towels and potholders to match an enamel teakettle. Customers are pleased by creative personal attention ... and YOU are SELLING. Continue selling our store and the merchandise to the customer as you go through the mechanical work of gathering the items she wants and completing the transaction. Invite her to look at new items, sale items, or other areas of the store. She will appreciate your thoughtfulness.

Get to know your merchandise ... what is it ... and where is it? Whenever you have the opportunity, ask questions ... the more knowledge you can acquire, the more merchandise you can sell. Customers are bound to ask questions that you cannot answer. They will not be offended if you tell them that you do not know the answer, but that you will find out for them. They will be offended if you misinform them.

When a customer questions your decision or is not satisfied, do not argue with her, but excuse yourself and have your manager come to discuss the transaction with her.

IV. NON-SELLING FUNCTIONS OF THE SALES STAFF

1. Section Assignments Each salesperson is responsible for the general maintenance of a specific area. These sections are assigned by the manager who posts a list of the areas and the people responsible for them.

Your section should be clean, well stocked, and attractively displayed at all times.

It will be necessary for you to see that the following things are accomplished:

- a. Dust and clean the shelves, bins, etc.
- b. Keep your area displays well stocked and filled in.
- c. Make sure the selling floor understock in your section is well organized and filled in.
- d. Know where the basement or stockroom stock for your section is kept.
- e. Keep your manager informed as to your stock needs so that he may see that merchandise is reordered for your section when necessary.
- f. Make sure that your merchandise is priced with CLEAN price tickets and signs.
- g. Request signs for your merchandise.
- h. Remember that YOU more than anyone else know what is selling well. Give us any ideas you might have about display, or merchandise that YOU think we could sell. Also let us know when something is NOT selling. Maybe the display needs changing. Maybe we should send the stock to another store.
- i. Work with your manager on changing any displays in your section. He may know of something new that is coming in which could alter your plans!
- j. If you need help to accomplish your work, ASK! The work load in each section can vary from week to week, but we won't know that unless you tell us.

2. General Appearance of the Store All employees should be aware of the need to keep cash register areas neat and clean, ashtrays and waste baskets emptied, paper and litter picked up from the floor, etcetera. Non-selling areas must also be kept clean.

Please report to your manager immediately anything that you consider a hazard to the safety of customers or employees.

If you find damaged or defective merchandise in the regular stock anywhere in the store, bring it to your manager's attention. It must either be claimed back to the manufacturer or marked down for clearance.

3. Inventories The buyers will occasionally request inventories of specific items or lines so that they can properly reorder merchandise. These requests should be completed promptly.

There is an annual PHYSICAL INVENTORY of the store.

4. Interstore Transfer of Merchandise You may be asked to help pull stock to fill a request for merchandise from one of our other stores. The form used to record the transfer is the INTERSTORE MOVEMENT MEMO. The procedure can be explained to you by your manager.

5. Miscellaneous Our organization is small and somewhat informal. There will be times when you might be asked to help in an area in which you normally do not work. We will always appreciate your willingness to lend a helping hand in these circumstances.

V. REGULATIONS

Dress

Female Employees

Please wear neat businesslike dresses or skirts and blouses. The colors may be as bright as you like.

Please, do wear stockings at all times.

Wear comfortable shoes. To relax tired feet, keep an extra pair of shoes at work so that you may change them often. NO sandals, loafers, or tennis shoes, *boots,*

Hair styles, makeup and jewelry should be businesslike.

Male Employees

Please wear tailored, conservative slacks, a dress shirt, either short or long sleeved, and a tie. Dark shoes or loafers are appropriate. If you should choose, you may wear a sport coat, a vest, or a sweater. Business suits are entirely acceptable, but not mandatory.

Smoking The rule regarding NO SMOKING in the store is strictly enforced.

You may smoke in the lunchroom area during your break periods and your lunch hour.

Telephone Calls Our telephones are for business use only. Please discourage your friends and relatives from calling you at work.

Your Work Schedule Weekly work schedules are posted in each store. You should make a copy for your own use of the hours scheduled for you.

We cannot switch hours or days off. If an emergency should arise and it is absolutely necessary that you change your schedule, consult your manager and he will make the arrangements. Any change in the schedule must be made by your manager.

Time clock
If you are scheduled to start work at nine A.M., you should be on the floor ready for work at that time. Punctuality is of the greatest importance, and a poor record in this respect is not encouraged.

If you must leave the floor for any reason, please inform your manager or a fellow employee. Even if you are leaving for a scheduled break or your lunch hour, make sure that ~~the people on the floor know you are going so~~ that someone can cover your position, *knows where you will be, and how long you will be gone.*

The MANAGER or supervisor of YOUR STORE must be notified if you are ill or unable to get to work. Your manager can give you a list of phone numbers to keep for your use. We have to make arrangements to cover your absence from the selling force. You must call in daily while you are home ill. You should also call in to let us know the date of your intended return.

We do deduct the time from your pay if you are late. This time may not be made up. Overtime which appears on your timecard will not be paid unless the card is signed by your manager.

Union procedure.
Sick Leave At the end of your six-month employment period, you will have accrued (retro-actively) 2½ days of sick leave. You will be entitled to 5 days total with pay per year. Sick leave does not accumulate to be carried into a new physical year. If you should be ill for a period exceeding 5 days in any year, and you are under the care of a physician, you may be eligible for California Disability Insurance benefits. Your physician or our bookkeeper can inform you as to the filing procedure.

Vacation When you have been employed for a period of one full year, you will be entitled to one week of vacation with pay. When you have been employed for a period of two years or more, you will be entitled to a two week vacation with pay. ~~Regular part-time employees employed for a full year may consult their manager regarding vacation benefits.~~

Vacations are taken from ~~March 1st through September 15th~~. Your vacation date must be scheduled in advance with your manager. The dates are open for selection in order of seniority. Those entitled to two-week vacations may split the vacation period into two periods of one week. If necessary, you may apply your vacation, one day at a time, to absence from work due to illness. *is approved only if*

Leave of Absence We do not generally grant a leave of absence. If some special situation should arise, please consult your manager.

Performance Review - Raises Your manager will review your performance at the end of a three-month probationary employment period and every six months thereafter. You will be judged on the following:

Your selling technique

- Your approach
- Your ability to understand the customer's needs
- Your knowledge of our merchandise
- Your ability to present merchandise to the customer and meet objections tactfully
- Do customers want to return to you?

Stock work

- The amount of work you perform
- The quality of the work
- The amount of initiative you show
- Your sense of responsibility

Ability to handle systems

- Your knowledge of our procedures
- Your degree of accuracy in recording transactions, both on paper and on the register
- Accuracy in handling money

Relations with other employees

- Your ability to get along with others in the store
- Disposition ... cooperation ... tact

Appearance

- The over-all impression you give to the customer

Dependability

- Punctuality ... attendance
- Reliability in following through on all tasks

(continued)

Your interest in personal improvement

Your efforts to learn more about the merchandise

Your desire to know more about the store operation

Your desire to gain additional experience

Your manager will discuss your performance review with you. Should a raise be warranted, your manager will forward your review to the Takahashi's for their consideration.

Should your performance, at any time, not conform to the standards we expect, you will be called in by your manager for a corrective interview. You will be given every chance to explain your position and to change your performance.

VI. PROCEDURES ... A STEP-BY-STEP EXPLANATION

On the following pages you will find detailed instructions covering the various procedures we follow in handling customer transactions.

INDEX OF PROCEDURES TO BE COVERED:

1. Cash register operation
 - Opening
 - Register operation (diagramed)
 - Voids
 - "No sale" receipts
 - Closing
2. How to accept checks
 - Authorization
3. Shipping
 - The necessary forms and how to complete them
 - How to process the merchandise
4. Gift wrapping procedure
5. How to use our telephones
6. Holding merchandise ... HOLD/WILL CALL procedure
7. Special orders ... CUSTOMER REQUEST
8. How to handle a complaint
9. Returns
 - General rules
 - Refunds
 - Exchanges
 - Exchange vouchers
10. Employee sales ... discount
11. Bankamericard sales

GENERAL INSTRUCTIONS FOR COMPLETING FORMS Part of the work you do at Takahashi will be to fill out various types of standard forms which we use. We must efficiently and accurately handle all paperwork transactions. Poorly handled paperwork eventually ends with an irritated, if not angry, customer in addition to unnecessary extra work in our offices.

The most common problem, observed by us over a period of years, is the failure of personnel to give us COMPLETE information, such as their NAME and the DATE of the transaction. Without this simple information, those of us who have to handle a complaint or an inquiry are at a complete loss as to what might have occurred. We do not even know WHOM to ask!

After you have filled out a form, quickly ask yourself, "What question might be asked that I haven't answered?". If you find that a particular situation involves an explanation too complex to write, simply note, "See me for details!", then SIGN YOUR NAME.

All we have asked is that you use some common sense and courtesy. Don't create work for others.

3. Shipping - General Rules

- a. We do not ship any fragile or breakable merchandise. If your customer questions your decision, or if you are in doubt, ask your manager to assist you with the transaction.
- b. We do not ship any SALE merchandise.
- c. We do not ship merchandise to foreign countries.
- d. We cannot promise a specific date of arrival.
- e. We do not ship merchandise C.O.D.
- f. We do not ship merchandise that has been purchased from another source ... without exception!
- g. The customer must pay for ALL shipping charges.

The necessary forms and how to complete them

3-part Salescheck (see example on following page)

- a. Put your store's initials on the upper left-hand corner.
- b. DATE: Fill in the date of the transaction. Include the month, day, year ... in that order.
- c. SOLD BY: Print your initials.
- d. HOW SHIP: If the merchandise is to be shipped via Parcel Post, print, "P.P."

*Other shipping abbreviations:

Railway Express - R.E.A.-Collect (call R.E.A.)
United Parcel (U.P.S.) - we cannot ship via U.P.S.
Truck - TRUCK-Collect (contact Takahashi wholesale warehouse foreman for procedure and charges)

*Your manager must OK all shipments that do not go via Parcel Post. Computation of shipping charges is covered later.

- e. SOLD TO: Print the full name and address of your customer.
- f. SEND TO: If the customer is sending the merchandise to herself, at her home address, print "SAME", in large letters.

If your customer wishes the merchandise sent to another party, print the recipient's full name and address.

- g. QUANTITY: The number of pieces of a specific item.
- h. UNIT: Example: EA., PR., SET, DOZ., BOX, PKG.
- i. ARTICLES: Print a complete description of the merchandise, plus the style number, if available. Also include the vendor code (the number appears on the price ticket), the color, and the size, if any.
- j. PRICE: The UNIT RETAIL.
- k. TOTAL: The quantity X price = TOTAL, or extended retail.
- l. CARD ENCLOSED: Check "YES" if your customer is sending the merchandise as a gift and is enclosing a card.

Check "NO" if there is no card to be enclosed.

- m. GIFT WRAP: Check "YES" if your customer has requested that the merchandise be gift wrapped.

Check "NO" if the merchandise does not have to be gift wrapped.

Gift wrap charges must appear on the salescheck if applicable.

- n. SPECIAL INSTRUCTIONS: If there are special instructions as to how the merchandise is to be wrapped, explain these (example: WEDDING GIFT).
- o. CALIFORNIA STATE SALES TAX: If the merchandise is to be sent to an address within the State of California, compute 4% sales tax on the total retail value of the merchandise.

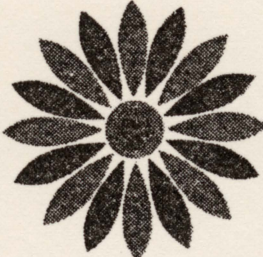
- o. (continued) If the merchandise is to be sent out of the State of California, there is no sales tax charge. Print "NONE".
- p. SHIPPING: Enter the total shipping charges:
Parcel post computation - weigh all merchandise to be shipped together and compute charges according to the postal guide. The total shipping charge will be DOUBLE the postage charge indicated in order to cover packing and handling costs.
 Computation and information for other charges is covered above and should be entered accordingly.
- q. INSURANCE: Compute and enter the total charge for insurance. ALL parcel post shipments must be insured for at least the minimum amount (up to \$10 the charge is 10¢).
- r. TOTAL: Add all the amounts in the right-hand column.

When you have completed the salescheck, ring the sale on the cash register as follows: 1) ring merchandise according to our regular breakdown; 2) ring tax on the tax key (if in-State mailing); 3) ring shipping or parcel post charges, insurance AND gift wrap charges SEPARATELY on the key so marked for these items and found directly above the tax key on each register. Staple the cash register receipt to the PINK copy of the salescheck.

Collect the money from the customer and hand her the WHITE copy as her receipt. This will be her ONLY receipt of the transaction. At this point, it is not necessary to detain your customer. Thank her and let her leave.

The PINK and YELLOW copies are kept together with the merchandise.

SAMPLE
SHIPPING
SALESCHECK

GA *TAKAHASHI* 25 Main Street SAN FRANCISCO EXbrook 7-4668				Date <u>12/5/65</u> Sold by <u>A.K.</u> How ship <u>P.P.</u> Paid <input checked="" type="checkbox"/> Hold for payment <input type="checkbox"/> Layaway _____ Deposit \$ _____ <small>Balance must be paid within 30 days or deposit will be forfeited.</small>	
SOLD TO: MISS JANE SMITH					
ADDRESS		CITY	ZONE	STATE	
355 FOURTH AVE. S.F.				CALIF.	
SEND TO: MRS JOHN DOE					
ADDRESS		CITY	ZONE	STATE	
222 THIRD AVE., APT 4		ST. LOUIS	-	MO.	
QUANTITY	UNIT	ARTICLES	PRICE	TOTAL	
1	EA	N-RET 20 - RED enamel teakettle	4.75	4.75	
CARD ENCLOSED <input checked="" type="checkbox"/> <input type="checkbox"/>			FED. TAX		
GIFT WRAP <input checked="" type="checkbox"/> <input type="checkbox"/>			CALIF. STATE SALES TAX	NONE	
SPECIAL INSTRUCTIONS:			SHIPPING	1.20	
			INSURANCE	.10	
			TOTAL	6.25	

PREPARE
GUMMED
ADDRESS
LABEL

FROM MISS JANE SMITH



TAKAHASHI
25
Main
Street
SAN FRANCISCO

TO: MRS. JOHN DOE
222 THIRD AVE, APT. 4
ST. LOUIS, MO.

POSTMASTER: CONTENTS MERCHANDISE • RETURN POSTAGE GUARANTEED
THIS PACKAGE MAY BE OPENED FOR POSTAL INSPECTION IF NECESSARY

12/5 - A.K. - G.A.

Gummed address label (sample above)

- a. PRINT, in large letters, the complete name and address of the person listed on the "SEND TO" section of your salescheck.
- b. Cross-reference the label to the salescheck by printing the following information across the bottom portion of the label:
 - The date of the transaction
 - Your initials
 - Your store's initialsAcross the top print: FROM and purchaser's last name.

How to process the merchandise

You have now completed all the necessary paperwork for the transaction. Take the PINK copy of the salescheck, the gummed address label, and the enclosed card (if any), and attach them together with a paper clip.

Gather the merchandise to be shipped into a carton, if necessary, and take it, with the necessary paperwork, to the area in your store designated as the SHIPPING area.

Put the merchandise on the truck or shelves provided and attach the paperwork securely to the outside of the box so that it can be easily seen. You may use scotch tape for this purpose.

You have now completed your part of the transaction.

6. Holding Merchandise ... HOLD/WILL CALL procedure

HOLD/WILL CALL SLIP

WE APPRECIATE
YOUR PATRONAGE

A 04.95 MS

A 00.20 TX

A \$5.15

THANK YOU

3413 23 OCT 65

HOLD/WILL CALL		DATE: 1-10-66	SALES NO: C. OMAN
NAME: MISS JANE DOE			
ADDRESS: 1000 FIFTH STREET			
CITY: SAN FRANCISCO		STATE: CALIF	
RES. PHONE: 333-2222		BUS. PHONE: EXT. #5 222-3333	
PAID <input checked="" type="checkbox"/>	REG #1 3413	WILL CALL ON 5:00 P.M.	
NOT PAID <input type="checkbox"/>		1, 10, 1966	
QUANTITY	DESCRIPTION	RETAIL	
	TEAKETTLE - orange	4 95	
	#N-KET-20	TAX	30
		\$ 5 15	
SPECIAL INSTRUCTIONS			
gift	PAID, wrap N/C	<input checked="" type="checkbox"/>	returned
mail	PAID, wrap 50¢	<input checked="" type="checkbox"/>	PAID, for repair
WRAPPING INSTR. :		(EXPLAIN OTHER: BELOW)	
enclose attached card			

This form is to be used when your customer requests that merchandise be held for her.

- (1) Merchandise cannot be held for a customer without your manager's approval. When your customer asks you to hold an item, go to your manager and tell him of the request. If your manager approves, complete a HOLD/WILL CALL slip and attach it securely to the merchandise. Put the identified merchandise onto a shelf in the area designated as the HOLD/WILL CALL area.
- (2) We NEVER hold SALE merchandise ... without exception.
- (3) General instructions for holding merchandise:
 - a. The merchandise you hold for a customer is either PAID for ... or, NOT PAID for.

PAID merchandise HOLD

1. Check (✓) "PAID".
2. Write in the register # from daily register report..
3. Write in the transaction number from the cash register receipt (lower left-hand corner).
4. Give the customer the register receipt as her claim check. The transaction number is her claim number.
5. If merchandise is to be gift wrapped, collect the wrapping fee, if any, before holding the item. (Gift wrap fee is NOT RUNG on the register.)
6. Complete ALL details on the slip.

NOT PAID merchandise HOLD

1. Check (✓) "NOT PAID".
2. Complete all details on the slip.
3. Explain to your customer that you can only hold merchandise for FOUR days.
4. If applicable, explain to your customer that you cannot have an item gift wrapped until it has been paid for.

(4) Follow through on all merchandise holds that you handle. If the customer does not pick up these goods, it is your responsibility to phone her and remind her of the transaction (local calls only).

(5) Salespeople cannot hold merchandise for their own use.

7. Special Orders ... Customer Request Except in very special instances, we will NOT take special orders.

Your manager will handle these exceptions or can tell a customer if merchandise is expected back in stock.

8. How to Handle a Complaint Be sympathetic! The customer is usually irritated to start and must be handled with tact and EFFICIENCY! Refer complaints immediately and directly to your manager or someone authorized to deal with these customers. Above all, it is important to give GOOD SERVICE in these instances. There is no substitute for courtesy, and every reason to attempt to re-gain the customer's goodwill.

9. Returns General rules for refunds, exchanges and exchange vouchers. Any situation not covered in the following must be handled by a supervisory salesperson or your manager.

- a. The cash register receipt or the customer's WHITE copy of the salescheck must accompany the merchandise.
- b. The merchandise must be in saleable condition (new and unused).
- c. There are NO returns on SALE merchandise.
- d. The merchandise must not have been out of the store over ten days. Christmas gifts may be returned through January 15.
- e. If there is no register receipt or salescheck, if the merchandise is soiled, damaged, or defective, or if the merchandise has been out over ten days, see your manager for authorization to handle the return.
- f. When a customer returns merchandise, one of the following procedures must be completed:
 - 1. Even exchange salescheck
 - 2. Un-even exchange salescheck
 - 3. Refund voucher
 - 4. Exchange voucher

When you complete one of the above procedures, take the paperwork to your manager for his signature; then distribute copies as follows: PINK - with register report with receipt
YELLOW - store copy
WHITE - customer copy

- g. Inter-store returns: merchandise purchased at one store or received as a gift from one store, may be returned by the customer to another store. The store receiving the return will write the proper return procedure. On the return from they will print "PURCHASED AT: (store name)". No cash refunds can be issued when a customer returns merchandise received as a gift.
- h. Bankamericard credit drafts should be handled by your manager or a supervisory salesperson.

Even Exchange Salescheck

An even exchange salescheck is written when a customer returns merchandise and exchanges it for merchandise of EQUAL value.

Uneven Exchange Salescheck

An uneven exchange salescheck is written when a customer returns merchandise and exchanges it for merchandise of GREATER value.

10. Employee Sales

EMPLOYEE DISCOUNTS are determined by identification cards:

WHITE - 20% discount on all except sale merchandise.
No discount on sale goods.

BLUE - 20% discount as above OR refer to your manager
or assistant manager.

Itemize sale on daily register report; list appropriate
discount and compute taxes. Ring total and tax on register
and staple receipt to report. Manager must approve all
discount sales.

Employees are NOT to use their discounts in making purchases
for friends and relatives except in the case of gifts. This
will be handled by your manager.

XI. YOUR FUTURE WITH TAKAHASHI

You can all evidence that we are a growing company, and our policy of "promote from within" enables those who have the experience, capability, and willingness to assume more responsibility.

Promotion will not be based on seniority, and it is important to let your superiors know if you wish varied experience to prove your capabilities. Keep this in mind whenever you are reviewed.

There is always room at the top!