

## **17.14 Store Appearance**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to maintain safe, neat and appealing retail stores for our customers.

### Procedure:

The following areas must be addressed throughout the day as needed and completed at the end of each day:

- Floors clean, dry and free of hangers, clothing and debris
- Dressing rooms clean and empty; mirrors cleaned
- Checkout areas neat, clean, organized and fully stocked with supplies
- Hanger racks and/or bins emptied or straightened. All empty hangers must be returned to their proper location in the production room at the end of each day.
- Windows, doors, counters, glass cases and glass fixtures cleaned and free of tape
- All apparel racks organized, colorized and full of merchandise
- Lighting in working order and repair requests made as needed
- Sign holders must contain proper signage. Empty sign holders must be removed.
- Trash must be emptied
- Donations must be removed from the sales floor and outside areas and taken to the appropriate processing or storage area
- Sidewalks and the exterior of the building checked and cleaned as necessary.
- Shopping carts must be kept in designated areas when not in use. Parking areas must be periodically checked for shopping carts.
- Floors, entrances, backrooms and fitting rooms swept or vacuumed as needed.