

NEW  
HIRE  
HAND  
BOOK

**HEIDI ROSS DESIGN**

adding value to your *greatest investment*



The background features a complex, light gray graphic composed of overlapping, semi-transparent letters and geometric shapes. The letters are in various sizes and orientations, creating a dense, abstract pattern. The primary text is centered and rendered in a bold, black, outlined font.

**WELCOME TO  
HEIDI ROSS  
DESIGN**



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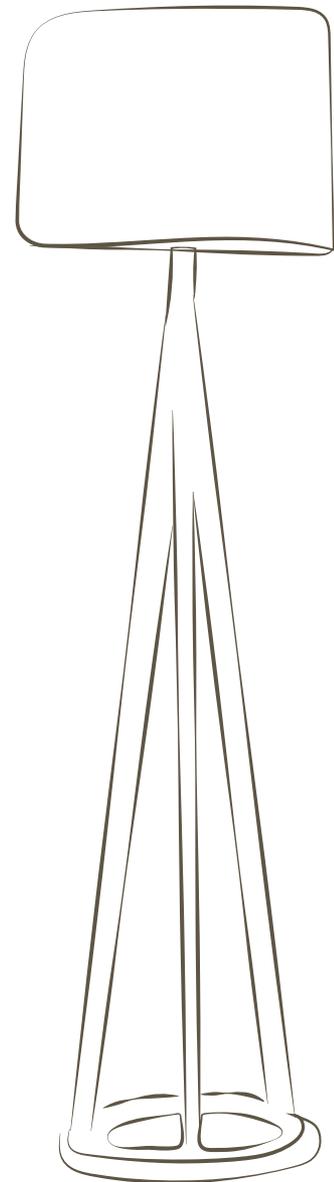
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# MISSION STATEMENT

Helping homeowner and realtors position the home or listing to command the greatest potential return on investment when selling and creating a life-giving atmosphere that refreshes and nourishes the soul. Assisting business associates in developing leadership skills that push them to reach their greatest potential in life.

# VISION STATEMENT

Enrich the lives of all parties—employees, clients, and partners—at their psychical, spiritual, and economic levels for great significance.



# CORE VALUES

## Teamwork

When a group of people come together and combine their individual strengths and giftings to help each other achieve a goal or task.

## Ownership

Thinking of the long term, without sacrificing long-term value for short-term results. Act on behalf of the entire company, beyond just your team. Never say, “that’s not my job.”

## Positivity

Thinking in an optimistic way, looking for solutions, expecting good results and success, and focusing and making life happier

## Integrity

The practice of being honest and showing consistent and uncompromising adherence to strong moral and ethical principles and values.

## Excellence

Doing everything to the best of your ability, with what you’ve been given.



# DRESS CODE

## NICE black athletic wear

- Black tees shirts and hoodies are acceptable
- Black pants, leggings, shorts, or blue jeans
- Clothes must be without holes, tears, and extreme signs of wear such as stains, dirt, etc.
- Please come clean, hygiene is of the utmost importance!



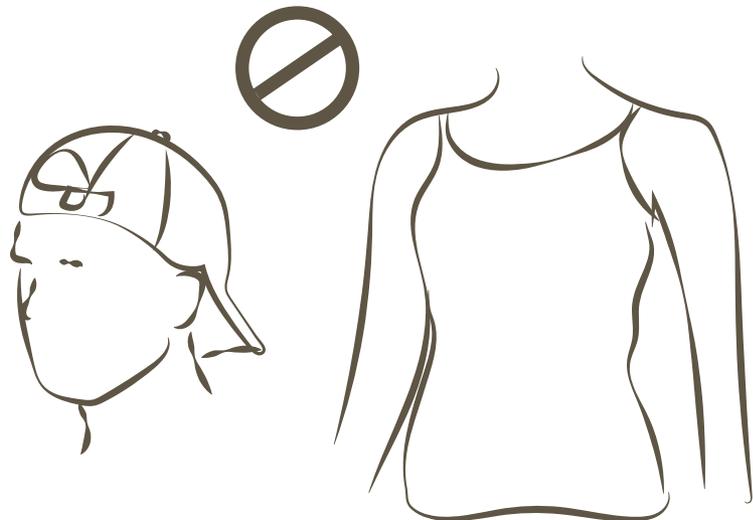
## Closed-toed shoes ONLY, tennis shoes preferred

## LADIES:

- Keep hair neat and out of your face. Longer hair must be clean, and fixed in a up-do, such as buns, braids, ponytails, etc.
- Wear makeup on site, neutral colors  
With the potential of running into retailers, future clients, and homeowners, we want our team to look presentable at all times. Always come ready to work looking your best!

## No-Nos

- No tank tops, spaghetti straps, or crop tops
- No offensive or crude language on clothing
- No uncomfortable, overly restrictive clothing that hinders mobility
- No overly baggy/complicated clothings, as they could potentially hook on furniture
- No opened toed shoes
- No backward facing hats
- No unnatrual hair colors
- No gags or other extreme pericings



# GENERAL INFORMATION

## Scheduling

Scheduling is done through the App, *WhenIWork*. You should receive an invitation from our operations manager. All shifts are posted within this app, you then can accept or decline a shift. Shifts must be accepted or denied within 24 hours from being posted.

## Breaks

Any shift that is over 6 hours requires a 30-minute break. You may take this break at your leisure, just let your team lead know. If you are working less than 6 hours, but more than 3, you are allowed a 15-minute break if needed.

## Technology Usage

Technology should be used only in an emergency or during breaks. You are however allowed to keep your cellular device on your person if you prefer.

## Sick

If illness should arise, please let us know as far in advance as possible. As most shifts, we will need to find someone to replace you. Sick days are not paid.

## Mileage

We do reimburse any mileage used for company purposes. Mileage should be logged in *WhenIWork* after clocking out from a shift and must include where you started and to where you went. We do not reimburse driving to the initial start point of the day or any personal errands during the workday.

# SAFETY

The #1 priority for our team. While we are moving furniture, wrapping and carrying various items we want the job to be done in a manner that protects the individual as well as the item.

## SAFETY TIPS

### Identify and eliminate furniture moving dangers.

Always have a safe exit strategy and give yourself enough room for mobility.  
Keep tripping hazards out of walk ways (scissors, rugs, accessories)

### Don't form a one man team!

Always ask for assistance for heavier/bulky objects, no one is superman.

### Have the right gear on hand.

Always wear your tool belt at the start of a staging.  
Keep scissors in your toolbelt and not lying around.  
Make sure the go-boxes and sliders bag are in the house in a visible area

### Use proper lifting techniques.

Lift with your arms and legs, never your back!  
When applicable, use sliders versus manhandling heavy furniture.  
Be aware of your surroundings.  
Again, don't be afraid to ask for assistance!

### Wear proper clothing and footwear

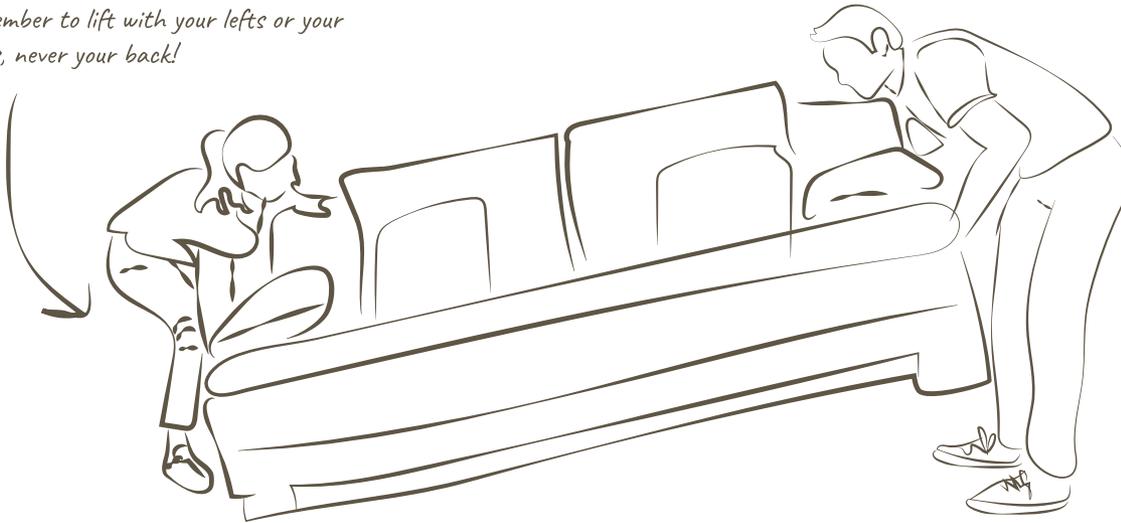
(page 9 for dress code guidelines)

# MOVING STRATEGY

## Carry Tall Items High and Low

A tall dresser, heavy mirror, or shelving unit is awkward to handle. Always make it a 2-person job. Tip the item backward at an angle and have one person carry the top while the other carries the bottom. This centers the weight and keeps the item from swinging out of control.

*Remember to lift with your legs or your arms, never your back!*



## Designate your Driver and Navigator

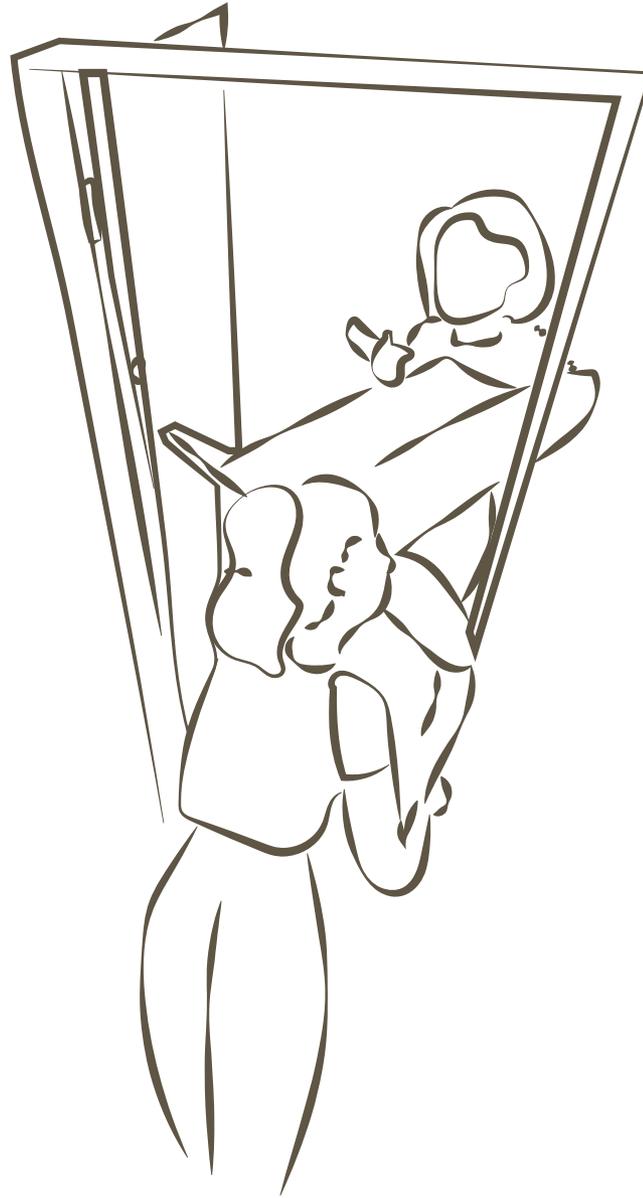
When it comes to moving furniture, be in constant communication. Designate who the eyes of the operation are (the navigator), and who will be setting the pace of moving (the driver). The Navigator will be the front-facing person, in charge of looking out for walls, stairs, and any other potential obstacles or risks, as the driver moves though the doors and hallways first but backwards.

## Hook Chairs Around Corners

Don't be discouraged by larger chairs that don't appear to fit through doorways! Turn the chair on its side so it looks like an "L" and move it back-first through the doorway. Then curl it (hook it) around the door frame and slip it through.

## Don't Carry or Drag, SLIDE!

Be sure to slide furniture out from walls before placing sliders. Use hard plastic sliders for carpeting, and soft, padded sliders for hard flooring. Tilt the furniture back towards the wall, placing sliders under the front feet of the furniture piece first, following the back.



# STANDARD OPERATING PROCEDURE

## PRIOR to arriving at De-Stage Location

1. Obtain Pull Sheet for wrapping supplies needed and special instructions.
2. Obtain inventory pictures and be sure you can retrieve these images on site.
3. Obtain De-stage Kit Items from Warehouse
  - Tubs with lids
  - Packing wrap (bubble wrap or towels)
  - Picture boxes
  - Foliage boxes
  - Lampshade tubs
  - BULB BOX
  - Vacuum cleaner (if any staged rooms are carpeted)
  - Broom and Dustpan
  - Drill and drill bits
  - Extra Moving blankets
  - GO BOX
    - Packing tape
    - Small clear bags (*for deco pillows, deco towels, curtains, sheets, skirts, and/or throws; pack similar pillows together only*)
    - Medium clear bags (*for larger pillows or pillow sets, bed linen sets, etc.*)
    - Large contractor bags (*for cushions or chair coverings*)
    - Small Ziploc sandwich bags (*for hardware or nails*)
    - Paper towels and hand soap
    - Toilet paper
    - Sharpie marker (*label all bags*)
    - Hammer (*to take nails out of walls if needed*)
    - Scissors
    - Windex (*for clean up after packing*) and clean towels
    - Wall Erasers
    - Stain Pens

## PRIOR to Dismantling the Staging

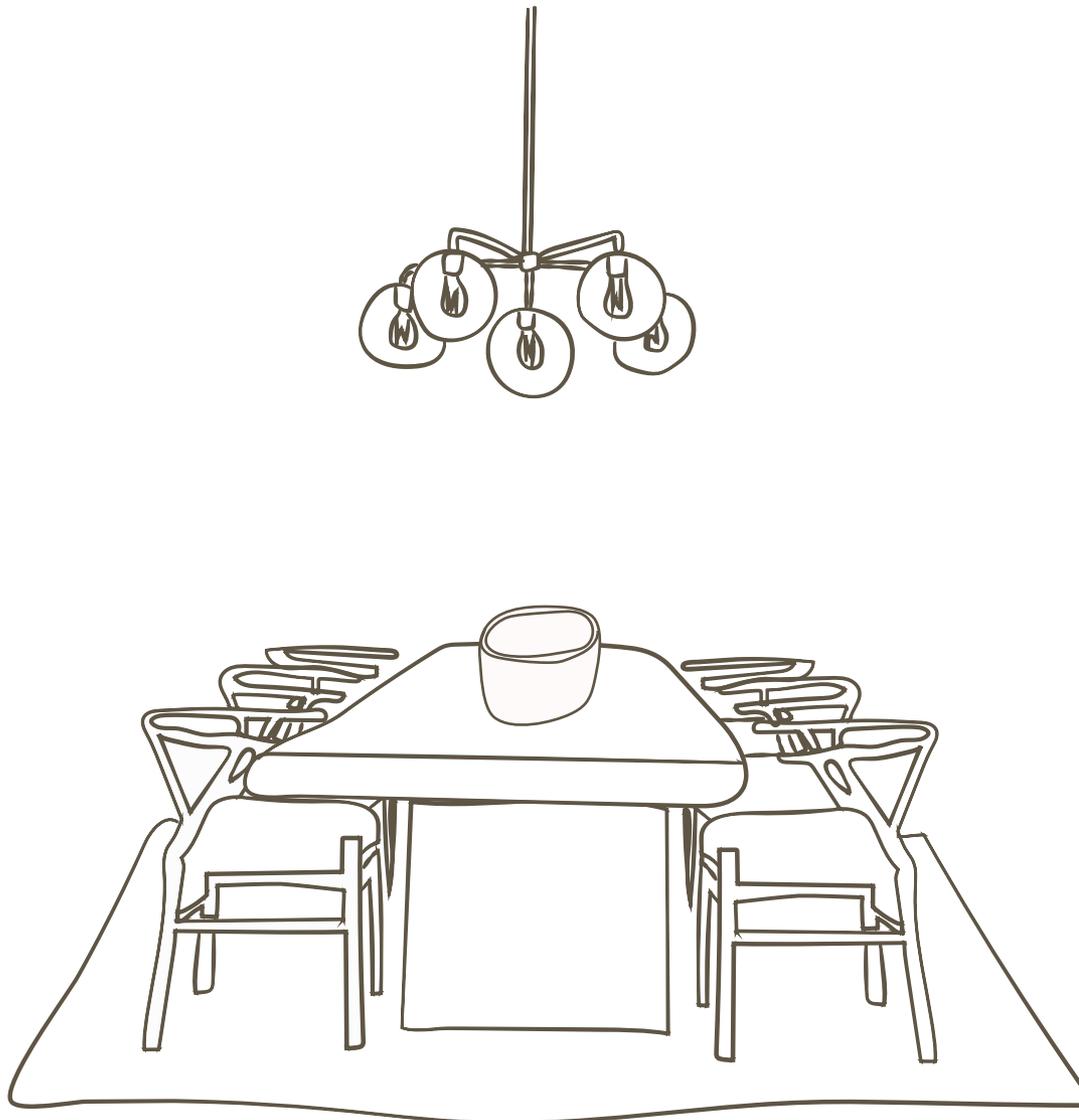
1. **Lock all doors.** Check the parameter to be sure the team is locked inside.
2. Take inventory and compare it to photos. Is anything missing?
3. Check all inventory for damages, wear, or tear. Anything damaged, ripped or soiled, or used items (i.e. upholstery, pillows, etc.)? Is there any sign of smoking or pets?  
\*Especially a Homeowner Occupied staging.
4. Check inside ALL of our furniture for packing items and bags/plastic from drawers, trunks, or armoires and reuse first.
5. Check inside of the garage, every cabinet, and every closet for accessories that are missing or hidden.

## DE-STAGE

1. Collect and bag all the white linens, pillows, and upholstery *first*. Make sure all bags used are *clean* to limit the transfer dust/dirt.
2. Collect shades and pack in black trash bins. Check that all bins are *clean* before packing to avoid transfer dust/soil damage.
3. Collect lamps and remove all bulbs to be packed in bulb box. If removing phenols, please rubber band or twist-tie the matching pairs together. Rubber band cords for lamps that are silver painted or fragile.
4. Collect all accessories throughout to be packed and wrapped. (Please see instructions for “Wrapping Of Accessories and Art: Tricks and Tips”).
5. Collect Art and box or wrap. (Please see instructions)
6. Dismantle beds (LABEL all hardware AND tape proficiency to the rails)
7. Bag all soft goods and label ALL linens exactly what is inside along with size (King or Queen)
8. Roll up and tape all rugs. Protect the ends, and may need to bag wrap the ends.
9. Bag and shrink-wrap ALL upholstery items. NO fabric exposed.
10. Take all of Showhomes nails out of walls (to recycle).
11. Place all dried good (Sticks) in the foliage boxes. Make sure nothing is sticking out of top unless it is bamboo or hardy branches.
12. Any linens that are soiled should be placed in a separate bag & label for washing.v

## POST-DE-STAGING

1. Separate the “GO BOX” from the rest of the accessory tubs and place them at the front door.  
(Take the lid off and set to the side so that “MOVE MANAGER” can find it quickly.)
2. Separate all the “NON-truck” items to a specific area so the Move Manager can load into the van.
3. Leave Inventory Form completed and signed for the Move Manager on Kitchen Counter.
4. Turn off all lights and check ALL parameter doors to be sure they are locked.
5. Text the needed supplies, or supplies that are running low to Makaela.
6. Text or call Heidi when you are leaving and report any concerns.



## Wrapping of Accessories and Art: TRICKS and TIPS

1. Fragile things, like glass: Beware of pressure fractures. Use lots of bubble wrap all underneath the item. Only place light accessories on to (like baskets, or bagged bathroom linens).
2. BUBBLE wrap: Don't waste bubble wrap to fill in the remainder of a half-empty tub. It is okay to just leave it empty if there is nothing lightweight to add to the tub. Use the bubble to wrap several times AROUND a fragile item.
3. Always pack the HEAVY items and place them in tubs first. Distribute the heavy items to only fill evenly the bottom of the tub. Then, layer in medium weight items next. Save the lightweight items for last. You may need to keep several tubs open at a time while you are layering like this.
4. CANVAS ART: Sort art canvas into pairs and pack in boxes first. Canvases do well to be packed back-to-back. They do NOT do well to be packed in moving blankets only or to be packed back to back unless the entire canvas is protection in the box.
5. Framed art, iron, or Mirrors: It's better to wrap heavier art in moving blankets if you run out of framing boxes. Sort according to size. Be mindful of iron bending or rubbing or scratching anything AGAIN, place face-to-face with a sheet or towel between to protect the fronts.
6. RUGS: Wrap as tight as possible and wrap bands of tape around to hold in place. If it is a light colored rug (not jute), tape a bag to the ends so it is not soiled in transition. These rugs are often placed on end in the truck.
7. Place like-kind pillows together. No more than 2-4 per bag.
8. LABEL Always label what is in a linen bag. Separate bathroom curtains from bed linens sheets.
9. Wrap candles separately in bubble wrap.
10. KEEP CLEAN: Please pack the white linen FIRST or after you have washed your hands to keep them as crisp and clean as possible. Never touch the outside of a shade (only handle the inside wire part). Don't reuse plastic bags or wrapping that looks or feels dusty/dirty or has holes. Recycling is good as long as it keeps the items cleaner. Transfer dust is always an issue to guard against, please!!

# STAGING DAY AND PROCESS

## 1. PRE-STAGING

Preform SOC Prior to moving in anything.

## 2. STAGE

## 3 .POST-STAGE (on-site)

1. Steam all linens?
2. Clean: Windex all glass/mirror and dust all furniture? Vacuum or sweep as needed.
3. Collect packing bins art boxes and moving wrap/blankets
4. Leave all CLEAN wrapping bags in the master dresser. Leave any book boxes and large plastic wrap on-site, but hidden—preferable in garage closet or in attic space (not an inside closet). Please communicate what and where hidden boxes/large wrap is located to Daphne.
5. Give an assessment of any damage from movers to Makaela prior to leaving.
6. Inventory via pictures all furniture and accessories with the office camera.
7. Return all staging tools, wrapping and miscellaneous excess to the warehouse.  
Text or email any additional items needed or supplies that are running low to Makaela.



