

## ***KETTLE WORKERS – GENERAL INFORMATION***

### **1. PURPOSE:**

*The purpose of The Salvation Army's Christmas Bell Ringing program is to provide funds to enable The Salvation Army to help the less fortunate. This aid is in the form of food, clothing, toys, medicine, fuel, etc. This is a very vital part of The Salvation Army ministry in the community where we work. We are privileged that God has entrusted this work into our hands. As a Kettle Worker YOU are very important in helping The Salvation Army to help others; therefore, we are placing a heavy responsibility upon your shoulders.*

### **2. APPEARANCE:**

*To hundreds of Christmas shoppers every day, the Kettle Worker is The Salvation Army! That is to say, the Kettle Worker may be the only representative of The Salvation Army that the shopper ever encounters; therefore, it is EXTREMELY IMPORTANT to us that you ALWAYS look your best.*

- A. **Dress:** You are expected to dress well. Acceptable wear for women is: solid color dress blouse or sweater, solid color dress slacks or shirt, conservative colored hose or socks, and comfortable shoes. Nice blue jeans are acceptable.

Acceptable dress for men is: solid color dress shirt, and plain, solid color dress pants, dress socks and comfortable shoes. Nice blue jeans are acceptable.

The following guidelines apply to both men and women: We fully expect you to report to work clean, neat and presentable to the public. Long hair must be kept clean and presentable. Men with beards or mustaches must keep them trimmed neatly.

The Salvation Army will provide you with the official Bell Ringer apron for your use while working at the Kettle. You will be issued an apron when you begin your shift and it is to be returned every day at the end of the day – NO EXCEPTIONS.

Sweatpants are strictly prohibited at any time. (Note: sweatpants may be worn under dress pants for warmth on a cold day.)

We recommend that you wear thermal underwear on cold days.

Ragged, torn, dirty, or wrinkled clothing is prohibited.

You need to dress warmly, especially on colder days.

You need to wear rubber-soled shoes. Clean sport shoes are acceptable.

You are required to wear your Salvation Army Apron at all times while working the Kettle.

- B. **Attitude:** You are expected to be friendly and courteous to EVERYONE, especially those whom you meet while working at the Kettle, as well as your fellow workers and those supervising you.
- C. **Language:** Foul language is NOT accepted at any time. This includes while you are working the Kettle, or on break, at a Salvation Army facility, or while riding in a Salvation Army vehicle.

Unless otherwise instructed, you are expected to make voice contact with EVERYONE who passes by your Kettle.

You are expected to make a verbal greeting to everyone passing your kettle. Suggested responses are: "Thank you", "God Bless You", or "Merry Christmas". Remember you are representing a Christian organization; your language needs to reflect that.

- D. **Smoking:** Smoking is prohibited while standing at the Kettle, inside any Salvation Army vehicle and inside any Salvation Army building. You may smoke on break AWAY FROM the kettle only.
- E. **Alcohol/Drug Use:** Drinking alcohol and/or using non-prescription drugs while working for The Salvation Army is prohibited. Violation of this policy will result in immediate termination as a Salvation Army employee.

DO NOT report to work if alcohol can be detected on your breath, clothing, or anywhere else on your person. You will not be employed on any day that this happens.

- F. **Friends and Family:** Friends and family are NOT to “hang around” the Kettle with you. If they start to do this, it is your responsibility to insist that they leave. If this becomes a problem, you will be terminated.
- G. **Shoplifting:** Shoplifting is a crime that is punishable by law and WILL result in your immediate termination as an employee of The Salvation Army. The Salvation Army will in no way be held responsible for your crime nor help you in any way with your legal defense.
- H. **Stealing from the Kettle:** Stealing from the Kettle is also a crime punishable by law that will result in your immediate termination as a Salvation Army employee and you will face criminal prosecution by The Salvation Army.

### 3. JOB PERFORMANCE

*The bottom line in this effort is generating the maximum amount of dollars possible in a limited amount of time. Therefore, it is extremely important to us that you perform your job to maximize effectiveness and output.*

- A. Your Job is to say “Hello” and “Goodbye” to all who walk by the kettle.
- B. You are expected to produce dollars. That is what you are being paid to do. You can only do this by putting forth your best effort. Those workers who produce will be those who are used; those who do not produce will not be used.
- C. Stereo/entertainment gear of any kind is prohibited at the Kettle. Leave these items at home. The Salvation Army will not be responsible if they are lost or stolen. Texting and talking on the cell phone while at work, is also prohibited. Use your breaks/lunch/dinner to talk and text.
- D. No Call / No Show = No Job!! If you are scheduled to work and fail to report or inform us, you may be terminated. You are expected to report to work ON TIME each day and work the entire shift.

You must attend a meeting every morning at **9:00 a.m.** at The Salvation Army Community Kitchen at 300 Webster Street. You must provide your own transportation. You will then be driven to your location for the day. At the end of your shift, you will be picked up and brought back to the Community Kitchen. You must provide your own transportation home.

If you cannot work on a particular day you are expected to give The Salvation Army as much advance notice as possible. Emergencies need to be reported as soon as possible. **Please call Norris McCollum @ 254-498-1151 if you are unable to report for work.**

IT IS YOUR RESPONSIBILITY TO NOTIFY US OF ANY CHANGES OR CIRCUMSTANCES WHICH AFFECT YOUR WORK SCHEDULE AT THE KETTLE.

- E. Under no circumstances, are you to make change from the Kettle.

- F. You will ring the bell at ALL TIMES while at the Kettle, unless otherwise instructed.
- G. You WILL NOT leave the Kettle unattended at ANY TIME. You WILL NOT carry it with you on break. You are to leave it at the nearest counter or service desk.  
  
If you drive yourself to your location, you are NOT to take the Kettle to your car UNDER ANY CIRCUMSTANCES. Violation of this will result in your termination as an employee.
- H. You must remain in the general area of where your Kettle is located at all times, including while on breaks.
- I. You are expected to remain at the Kettle and keep working until The Salvation Army's representative comes to relieve you. DO NOT stop working until you are relieved.
- J. There will be absolutely NO SITTING DOWN on the job! We provide you with breaks to sit. You are to be on your feet at all times while working at the Kettle. Do not sit on break at the Kettle. If you sit on break, do so AWAY FROM the Kettle.
- K. You are allowed (2) 15-minute breaks for every 10-hour day or (1) 15-minute break for every 7.5-hour day. These breaks are not deducted from your pay. Do not abuse them.
- L. You are allowed a 30-minute break for lunch and a 30 – minute break for dinner. These breaks are deducted from your pay. If you do not take them, they are considered VOLUNTEER time.
- M. Shopping at any time while working the Kettle is unacceptable. Shop on your days off.

**4. WORK SCHEDULE (HOURS):**

The Christmas Kettles will be placed on the streets from Friday, November 13 through Thursday, December 24, and worked Monday – Saturday. The shift is 9:00 a.m. – 8:00 p.m.

**5. PAYDAYS AND DISTRIBUTION:**

Your rate of pay is \$8.25 per hour. Your check will be issued at the END of your shift on the following designated paydays. Those who are off that day or who have quit can pick up their check at 4721 W. Waco Drive on the following Monday after 10:00 AM.

If you need to have someone pick up your check on your behalf, The Salvation Army requires a written letter from you giving permission, and that person needs to produce an ID before the check can be released.

The Salvation Army DOES NOT issue advances or early pay under any circumstances.

**WORK WEEK & PAYDAYS:**

For hours worked Friday, 11/13/20 – Saturday 11/14/20 – Pay day will be Monday, November 23

For hours worked Monday, 11/16/20 – Saturday 11/28/20 – Pay day will be Monday, December 7

For hours worked Monday, 11/30/20 – Saturday 12/12/20 – Pay day will be Monday, December 21

For hours worked Monday, 12/14/20 – Thursday 12/24/20 – Pay day will be Monday, January 4, 2021

## Declaration of Understanding

I have read, and I understand, the guidelines for Salvation Army Kettle Workers. I will adhere to these policies and procedures. I understand that if I violate any of them I am subject to immediate termination.

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PRINTED NAME

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DATE

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SIGNATURE