



# cosmetics

## cosmetics and fragrance vendor expectations

Thank you for your support and cooperation. While vendors and freelancers are not Nordstrom employees, they are expected to follow the guidelines below in addition to the requirements posted on Nordstromsupplier.com. We reserve the right to immediately excuse any vendor employee from our store who is not compliant with Nordstrom expectations.

### **SERVICE**

- Follow Nordstrom's customer service philosophy
- Participate in wrapping up and closing the sale
- Only Nordstrom employees and approved Nordstrom vendors can ring on registers, access Personal Book, contact customers, fulfill merchandise transfers and do hand carries
- Nordstrom customer information is retained in Personal Book (our electronic clientele tool). Vendor paper forms/cards are not supported at Nordstrom
- Professional dress is required at all times
- Cell phones should not be used on the floor
- Gum, food and beverages should be consumed off of the sales floor
- Hygiene practices must meet or exceed Nordstrom Hygiene Standards found on Nordstromsupplier.com
- If the service you provide requires a license, have your valid state license visible at the time of service
- Do not discriminate against or harass any customers or Nordstrom employees. Nordstrom absolutely does not permit discrimination or harassment of any kind

### **TEAMWORK**

- Be professional, ethical and practice common courtesy with co-workers
- Always use the Nordstrom walk-up list to rotate sales
- Support all Nordstrom business objectives. Offer only positive feedback on other brands
- Prior to taking breaks, make sure there is adequate coverage on the floor
- Nordstrom has final say in all aspects of managing its employees, including scheduling, compensation/incentives, and coaching. Work with the CM and DM on all issues regarding Nordstrom employees
- Submit your schedule to the CM and DM for pre-approval and to ensure adequate coverage
- Work with RM if you have any concerns about business practices

### **PRODUCTIVITY**

- Freelancers should plan an in-store activity for each visit
- Prior to the start of each visit, check in and establish a goal with the DM and CM, recap the results before leaving
- When not servicing a customer, engage in activities that will directly impact productivity
- Support our 3 point standard

**NORDSTROM**

### **BUSINESS PRACTICES**

- Vendors are required to enter and exit through the designated employee entrance area; in addition, vendors must sign in and out at the Employee Service Area (ESA)
- Vendors are subject to package checks; appropriate paperwork must accompany vendor gifts, gwp's and gratis merchandise
- A Nordstrom employee must accompany you to any stock room or office area
- All large totes, collateral, personal handbags (larger than 5X7) and boxes of supplies should be kept off of the sales floor (Handbags that measure 5x7 or smaller are allowed on the sales floor at your own risk)
- Testers must remain in the store
- Exchanging, returning and selling gratis is not permitted
- All collateral should be pre-approved by the buyer. Always use Nordstrom blotter cards
- Nordstrom customer information (such as name, address, phone, credit card number) is considered confidential and proprietary Nordstrom property. Customers in our stores are Nordstrom customers only. Any information about these customers is exclusively the property of Nordstrom and should not be shared with anyone outside Nordstrom, including your company

### **INVOICES**

- All invoices must be completed fully before an approval signature can be given
- Double charging or falsifying modeling/support invoices is fraud and will not be tolerated
- Work on one brand a day in the scheduled store unless you clearly communicate your hours worked on each brand to the CM

**NORDSTROM**