



# Employee Manual

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Abundantly Aromatic

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## Welcome!

Thank you for joining the Abundantly Aromatic Team! You have taken the first step to providing handmade, natural health and beauty products to our hometown - Dallas, TX - and the world.

## About Us

### Specialties

Handmade aromatherapy and skincare products specializing in soaps, soy candles, body butters, and more.

### History

Established in 2009.

Renee Mornay started Abundantly Aromatic as a side project to teach her sons about entrepreneurship. When the housing market crashed, Renee left her job as a real estate agent and devoted her life to making quality, all-natural products at an affordable price. She believes everyone should have access to bath and beauty products that are natural, gentle, and local.

### The Owner

Renee Mornay, the passionate founder of Abundantly Aromatic, grew up in the cultural hotbed of New Orleans. She took the lively energy of her hometown with her when she moved to Dallas, TX and began experimenting with creating her own bath and beauty products.

Renee loves working with her hands to create beautiful artisan products and takes pride in being a local, African-American business owner. When Renee isn't in her workshop on the border of Mesquite and Dallas, she can be found dancing the night away in either Dallas or her beloved hometown.

## The Products

Everything is handmade locally with all-natural ingredients. We use 100% Grade A, Organic Shea Butter in all of our soaps, body scrubs, and, of course, our Shea Butter lotions. Our products are ideal for those with dry, sensitive skin.

## Aromatic Spray

These water-based sprays are dye-free and can be used as a body spray, room spray, linen spray, car spray, and even a pet spray! As the name suggests, they are incredibly aromatic and just one spray will liven up any room.

Ingredients: Distilled Water, All-Natural Fragrant Oil, 0.05% Vodka (for emulsion)

4 ounces

## Travel Aromatic Spray

Need to freshen up on-the-go? These water-based sprays come in a convenient 2 ounce bottle that can easily slip into a purse or carry-on luggage for air travel.

Ingredients: Distilled Water, All-Natural Fragrant Oil, 0.05% Vodka (for emulsion)

2 ounces

## Bath Bombs

Our all-natural Bath Bombs are made with Sea Salt and Baking Soda to ease aches and pains and leave your skin luxuriously soft. Simply drop one of our handmade bath bombs into the bath water, soak for at least 15 minutes, and let your troubles melt away.

Ingredients: Sea Salt, Baking Soda, Citric Acid, Fragrant Oil, and All-Natural Pigments

## Soap

All of our handmade soaps are 40% Organic Shea Butter, so they leave your skin soft without a residue. Shea Butter is packed with vitamins and nutrients making it ideal for dry, sensitive skin. We use only all-natural ingredients, including our fragrances, so our soaps are safe for all skin types.

Ingredients\*: Water, Caustic Soda, Organic Shea Butter, Palm Oil, Coconut Oil, Olive Oil, Fragrant Oil

4 ounces

\*Some soaps contain special ingredients like Oatmeal or Green French Clay

Soaps with Special Ingredients			
Oatmeal (Dry Skin)	Clay (To Exfoliate)	Sea Salt (To Exfoliate)	Other
Fig, Frankincense, Goat's Milk, Nag Champa Sandalwood, Oak Moss, Oatmeal Honey, Patchouli, Warm Vanilla Sugar	Black Raspberry Vanilla, Eucalyptus, Eucalyptus Spearmint, Peppermint, Rosemary Mint, Tea Tree	Ginger Tea, Lavender, Oak Moss Clary Sage, Sage	Coconilla, Coconut Lime - Coconut Pieces Vanilla Espresso - Coffee Grounds Fresh Fruit Slices, Sweet Olive - Pumice Rosemary Orange Mint - Sea Kelp

Note: If a customer has dry skin, sensitive skin, eczema, or psoriasis be sure to warn them that both Peppermint and Spearmint essential oil can be drying; so, they should avoid those soaps.

Soaps Made With Essential Oil: Frankincense, Lavender, Lemongrass, Peppermint, Rosemary Mint, Rosemary Orange Mint, Sage

## Soy Candles

Our candles are exclusively made with Soy Wax and Paper Wicks, as it creates the most aromatic and slowest-burning candles. Hand-poured into minimalist glass containers, these powerful candles will fill your house with pleasant aromas for the entire burn time of 35-40 hours.

To get the most out of your candle, be sure to make your first burn time at least 3 hours (or until the melted wax has reached the edge of the container) and trim the Paper Wick to ¼ of an inch after every burn.

Ingredients: Soy Wax, Paper Wick, Fragrant Oil

8.5 ounces

## Sugar Scrub

Our handmade Sugar Scrubs pull double-duty, both exfoliating and moisturizing. Our Sugar Scrubs are made with 100% Organic Shea Butter, Grapeseed Oil, and Raw Turbinado Sugar to leave your skin renewed.

Ingredients: 100% Organic Shea Butter, Grapeseed Oil, Raw Turbinado Sugar, Fragrant Oil

16 ounces

## Shea Butter

At Abundantly Aromatic, we like to keep our ingredients simple, and there is no product that better exemplifies this practice than our Shea Butter Lotion. Our Shea Butter Lotions only have two ingredients: 100% Grade A, Raw Organic Shea Butter and all-natural fragrant oil. Shea Butter's naturally occurring vitamins and nutrients make it excellent for dry skin, eczema, psoriasis, scars, stretch marks, wrinkles, small wounds, insect bites, and sun damage. It is even helpful with dry, cracked heels!

Our Shea Butters don't have any fillers or preservatives added, making our lotions more effective in nourishing the skin and, best of all, natural. However, without preservatives added our natural Shea Butters will melt if overheated (e.g. if left in a hot car).

Ingredients: 100% Organic Grade A Shea Butter, Fragrant Oil

4 ounces

## Travel Shea Butter

The same Organic Shea Butter you love in a convenient travel tin! Perfect for moisturizing on-the-go or for carrying on to a plane.

Comes in Lavender, Lemongrass, Rosemary Orange Mint, Vava Patchouli, and Warm Vanilla Sugar. See our 'Custom Orders' page on [abundantlyaromatic.com](http://abundantlyaromatic.com) for more information on getting your favorite scent in a travel container.

Ingredients: 100% Organic Grade A Shea Butter, Fragrant Oil

2 ounces

## Shimmer Butter

100% Grade A Organic Shea Butter infused with all-natural, shimmery mica powder to give your skin an effortless glow. It is entirely edible and biodegradable, and a great choice for environmentally conscious shoppers. Comes in Silver and Bronze.

Ingredients: 100% Organic Grade A Shea Butter, Mica Powder

2 ounces

## Employee Responsibilities

### Production Manager

#### Products and Inventory

- Make products for the shop.
- Coordinate with the Shop Manager for inventory needed at the shop and drop off products as needed.

### Store Manager

#### Inventory

- Weekly Inventory will be completed every Monday online on the Google Sheets. Every week needs a new tab with the date clearly labeled. Bold anything on the inventory that is completely out.
- Coordinate with the Production Manager throughout the week on what is low at the shop (Any soap scents under 30 units, Any other products under 15 units per scent)

#### Internet Orders

- Internet Orders are accessed through the Abundantly Aromatic Administrative Website on the "Orders" Page.
- The Owner will forward any special instructions for orders to the Store Manager.
- All Internet Orders will be taken from the Store Inventory and boxed by the Store Manager.
- When packaging Internet Orders, all individual products must be wrapped with their own paper. Any additional space in the box must be filled with paper or bubble wrap, depending on what's available, so that products will not shift in the box while being shipped.
- Shipping Labels will be made by the Store Manager using the company USPS online account. The Store Manager, after packaging the Internet Orders, will adhere the shipping label to the top of the box with clear packaging tape.
- A "Finished" Internet Order will look like the following
  - All items individually wrapped
  - All extra space will be filled with either paper or bubble wrap
  - A "Thank You For Your Order" and a Business Card placed on top of the items along with the Packing Slip that includes the order details

- The Shipping Label will be adhered to the top, with clear packaging tape carefully placed over the label to protect the barcode and other information from the elements during transit
  - All of the edges of the box will be taped to prevent the box from opening, this includes down the center where the flaps of the box connect.
- Finished Internet Orders will be placed on the counter to wait to be picked up from the Post Office representative.

## Upkeep of the Store

As Store Manager, the upkeep of the shop should be at the forefront of your mind. After each purchase from a customer, restock the shelves so that the store is always clean and organized.

- All inventory must be properly stocked so that the shelves look full and tidy. All scents in every product are organized alphabetically throughout the store from left to right.
- If the Store is low in a certain product, for example Lavender Soap, fill up the empty spot on the shelf with the adjacent soap. So, if Lavender Soap was low and could only fill one spot on the shelf, the empty spot would be filled with Lemongrass.
- In the case of candles, ideally there would be no duplicate scents in the rows. However if the Store is really low (only 6 scents per shelf), it is acceptable to fill out the shelf with duplicate scents

## Production and Labeling

In the downtime at the Store, you will be expected to help with the production side of the business. The following section will explain various labeling and production procedures.

- Soap Labels
  - Wrap each soap with the corresponding paper label. The scent and the contact info should be visible on the skinny sides of the soap with the logo situated in the middle of the top of the soap.
  - After wrapping the soap with the label, stack it neatly to the side.
  - Once all of the soaps in a box are wrapped, take the clear tape and make about 30 smaller pieces of tape roughly 1 inch in length. Attach those smaller pieces to the side of the counter.
  - To complete the soap, attach the smaller pieces of tape to your fingertips and then use those pieces of tape to adhere the soap label together.
  - Repeat the taping process until all the soaps are labeled.
- Candle Boxes
  - Candles will come to the store pre-labeled. However, the corresponding boxes for the candles will need to be stamped and labeled.
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- Take the Small Logo Stamp and press it into the ink pad. Then, Stamp the front of the Candle Box with the logo situated directly in the middle. To get a clean stamp, wiggle the stamp handle while pressing down to ensure that the entire logo is evenly stamped.
- Affix the corresponding Scent Label to the center of the back of the box, aligned along the bottom edge.
- Before closing the box with a candle inside, insert a “Candle Instructions” card facing the front of the box.

## Store Procedures

### Opening

1. Arrive at 9:55 am. Use your gate key to unlock the gate and then use the hook to *gently* raise the gate to the top. If the gate is raised or lowered too quickly it will damage the gate.
2. Unlock the tablet. The code is 1134. Open the Pay Pal app and log in. The log in will be provided to you as the password is subject to change.
3. Unlock the cash register. Double check that there is enough change for the day. If the drawer is low on change, check the blue bag under the counter. If the blue bag is out of change, call Renee Mornay (the owner).
  - a. The cash register should have \$80 in \$20 bills, 1 \$10 bills, \$100 in \$5 bills, \$60 in \$1 bills. Any change needed can be added from the Blue Advancial Bag below the counter.
4. Scan the store to ensure that products are neat and the samples are orderly. By 10:00 am the store should be ready to go.

### Store Hours

#### Customer Service

- **Be friendly.** This is a Customer Service heavy job and while working at Abundantly Aromatic it is imperative that you provide each customer with exemplary service. Greet **every** customer that walks in the shop and be sure to ask them if there is anything you can help them with.
- **Smile.** We want our customers to feel welcome in our shop, and the first step to that is a smile from you. It would be impossible to smile nonstop all day, but make sure that you are consistently smiling while interacting with customers.
- **Be knowledgeable.** Study the materials given about our company and products and ask your coworkers for help if necessary. After two weeks all employees are expected to be able to answer questions about our products. For example, if a



customer states that they have dry skin you should be able to lead them to our oatmeal soaps.

- **Upsell.** If a customer is buying a product that has a bulk deal, remind them that if they got a few more they could save money with the deal. Do **not** be pushy as irritating a customer could affect their future business with us.
- **Online.** Before customers leave the shop, offer them a business card and inform them that all of our products are available online for shipping or in-store pickup. If they seem interested, also remind them to follow us on social media as we advertise our sales and information about our products.

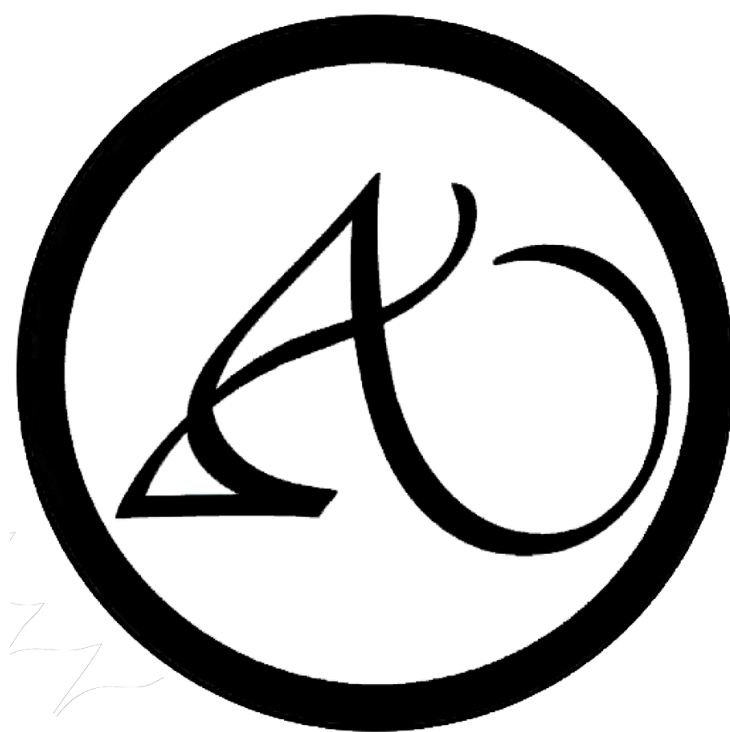
## Cleanliness

- **Cash Drawer.** The cash register should have \$80 in \$20 bills, 1 \$10 bills, \$100 in \$5 bills, \$60 in \$1 bills. Any change needed can be added from the Blue Advancial Bag below the counter.
- **Trash Buckets.** The trash buckets need to be emptied every hour, or until halfway full.
- **Sweeping.** Although most cleaning should be done towards closing, if there is an excess of soap dust on the floor be sure to sweep it up as it can be hazardous to customers.
- **Tidy Up.** Constantly be checking all of the products to ensure that everything is fully stocked and in the right place. Do **NOT** procrastinate on this. Every customer should be walking into a perfectly arranged shop.
- **Products.** Wipe down the lids of all of the shea butters before putting them out to the public. All display candles should be wiped down and free of debris.
- **Be Presentable.** All employees are required to keep up with personal hygiene and wear modest clothing. Although the Dallas Farmers Market is a relaxed environment, our team members should be clean and professional.

## Closing

1. Towards the end of the day, after 5 pm, use the compressed air canisters to blow soap dust out of the shelves.
2. Wipe down all surfaces: counters, tables, etc.
3. Sweep up all dust, including behind the counter.
4. At 6 pm, turn off the light to the shop.\*
  - a. \*If there are customers still in the shop, do **NOT** turn the light off, but instead lower the gates to halfway to nudge them along in their shopping. Do **NOT** be rude, but politely remind them of our hours. If you stay longer than 10 minutes after 6 pm because of straggling customers, inform Renee and she will adjust your pay.
5. Plug in the tablet into the wall charger.

6. Lock the cash register and put the key in an inconspicuous place.
7. Use the hook to *gently* lower the gates. Lock the gates.



*Welcome to the Abundantly Aromatic Team!*