



POLICIES & PROCEDURES

NUMBER PP 101

SECTION: Office Administration	SUBJECT: Operating Hours
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P & P No.: 101

Section: Office Administration

Subject: Operating Hours

Approved By: Tony Massey

Effective Date: August 12, 1994

Last Reviewed Date: June 1, 2021

Policy Owner: Director of Admin Training

Operating Hours are as follows:

Service Centers

Monday through Friday 7:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 2:00 p.m.

Corporate Office

Monday through Friday 7:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 2:00 p.m.

Customer Care

Monday through Friday 7:00 a.m. to 8:00 p.m.

Saturday 8:00 a.m. to 5:00 p.m.

These hours will enable us to better serve our customers, as well as accommodate many of our Team Members who are required to service customers before 8:00 a.m. and after 5:00 p.m. each day.

Administrative, sales and supervisory personnel are to be staggered in such a fashion that these operating hours can assist and compliment job functions that require scheduling accounts, handling customer complaints, contacting cancellations, making follow up sales calls, etc.

Work schedules should be established to prevent **overtime** hours and **overtime** expense.

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