



## Code of Conduct

### MIKC CULTURE



#### LEADER (DECENTRALIZED)

Know that you gave the support to take appropriate and necessary action to make a customer happy.

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#### OBSERVANT

Read the customer and interact accordingly.

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#### COMMUNICATE

Make sure the customer understands that we support local companies and that we appreciate that they are doing the same. Make sure we have met the customer's needs by asking.

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#### AMBASSADOR

Help customer connect to our city through our products. Be the platform our makers need us to be by sharing about brands and items.

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#### LEADERSHIP (SERVANT)

Specifically related to customer service, go above and beyond to serve the needs of the customer.

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#### NEIGHBOR

Act as if your will be seeing this customer on a regular basis as you would a neighbor. Be kind, genuine, and show interest in your actions.

### BEHAVIORAL

- Sexual harassment of any kind will not be tolerated, including but not limited to words, touching, sexual innuendos or anything that may be perceived as harassment or threatening to either guests or coworkers.
- Cell phones should remain ***invisible***. You can check your personal cell phone on breaks but not on the sales floor.
- Embodiment of hospitality begins with leaving personal problems at the door, however it doesn't stop there. Treat your fellow employees with respect and



helpfulness; a huge difference is made in everyone's work environment, the major factor between a negative place and great place to work!

- No romantic or dating relationships are permitted between employees of different positions of power (e.g. a manager and team member). Existing romantic/dating relationships before employment are permitted as long as the relationship does not interfere with workplace productivity or culture. Decisions to hire or transfer employees are up to managers' and owners' discretion.
- No foul language or explicit music allowed in any Made in KC location.
- Take our culture and customer experience very seriously. Do not come to work impaired by alcohol and drugs. This may result in immediate termination.
- For barista/bartenders, we understand that tasting our alcoholic products are vital to being successful at your role. Understand your personal limits and do not exceed your capacity while on the job.
- We love that you are excited about working with us and love sharing it on social media! Please remember as an employee you are an ambassador of our company and our many artisans, makers and creatives. Please reflect positivity in your posts.

### **CUSTOMER SERVICE**

- Smile!
- Maintain a professional and positive attitude. Not only do studies show that people's perceptions of a beverage are skewed toward deliciousness when in a good mood, but we aren't alone in wanting work to feel enjoyable. Please, if you feel the need to dance, dance!
- Accommodate our guests. If someone has questions, kindly answer them. If you or a customer has a suggestion, please let management know for consideration!