

Hannah Kate Hostess Description and Requirements

What is a Hannah Kate Hostess ?

- A Hannah Kate Hostess hosts a show in one area for one show week each season.

Spring Shows

- Registration for spring trunk shows is in November/December.
- Our spring show season begins in January.

Fall Shows

- Registration for fall trunk shows is in May/June.
- Our fall show season begins in July.

- A trunk (2 large boxes) of over 200 clothing samples will be delivered to you twice a year, at least one day before your show begins, at no cost to you.
- You will unpack and display the garments for your customers to view, help customers order garments, and enter all customer orders into our Computer Entry System.
- UPS will pick up your trunk after your show and deliver it to the next hostess at no cost to you.
- UPS trunk delivery and trunk pick up is scheduled for each hostess by Hannah Kate.

Responsibilities of a Hannah Kate Hostess

Every hostess is required to read the updated Hostess Manual before each show season!

- It is your responsibility to know where to find answers to your customer's questions. Reading the hostess manual each season is required so that you will be familiar with our policies. Use the manual as a reference before, during and after your show. You can access the manual at hannahkateonline.com on the Hostess Resource Page.

Every hostess must check her email daily during trunk show season.

- Hannah Kate requires every hostess to read and save all updates and corrections emailed to her before, during, and after her show! Create a new folder in your email to access these saved emails easily, or you can print these emails and save them in a folder at your home. Not keeping up with the latest information such as fabric cancellations, hang tag errors, pricing or sizing issues, or changes in the trunk schedule can create a number of problems for a hostess and her customers. (For example, if a hostess does not read an email about a sold out fabric and still takes orders for garments to be made in that fabric, the hostess will be required to contact those customers affected for a different fabric choice before those customers' orders can be processed.)

Every hostess must purchase five standard-sized (20x30 inch) foam boards prior to her show.

- The fabrics, trims, and embellishments posters will need to be lightly taped to these foam boards for each show. Please take good care of the posters for the next hostess!

Every hostess must purchase packing tape.

- This will be needed when packing your trunk to send to the next destination.

Every hostess must completely and carefully write and enter all customer invoices from her show.

- You will write all of the information for each item ordered on a customer's Written Invoice at your show, and you will hand-calculate each customer's invoice to collect the correct payment. After your show, you will enter each customer's Written Invoice information into our Computer Entry System creating a Computer Invoice for each customer. All Computer Invoices will be sent to our manufacturer, and all items will be made according to each customer's Computer Invoice. Please note that the Computer Invoice is used for manufacturing purposes ONLY and NOT for collecting payment as the order total on the Computer Invoice may not always be correct!

Every hostess must be sure her trunk is picked up on the designated date for her show week!

- Your UPS trunk pick up date is **MANDATORY!**
- If your trunk is not picked up on your designated pick up day, you will be responsible for the overage in shipping cost to assure that the next hostess receives her trunk by her original due date.

Every hostess must replace worn trunk boxes.

- If your trunk boxes arrive to you in poor condition, we do ask that you purchase replacement boxes before sending your trunk to the next hostess. We will reimburse you, or you can add the cost of the boxes to your compensation for that season. New trunk boxes do not have to be the exact size of our 24x24x17 boxes.

Every hostess must send in all order payment or payment information for all show orders

- Do not allow customers to "call in" payment information or send a check by mail to our office.
- We do not accept Paypal. Payment for online sales or orders taken over the phone will need to be paid for with a credit card. You will write the credit card information on that customer's written invoice in the same way that you would if that customer attended your show personally.
- If you choose to allow an online or phone-order customer to pay by check or cash, you must write a personal check for those orders to be mailed in with your paperwork. Those customers will then need to reimburse you. Checks cannot be mailed to Hannah Kate by customers ordering from your online show. All payment for orders taken at all shows must be mailed in with the paperwork from your show by the deadline set each show week.