



19 Olowu Street, Ikeja, Lagos.

Your Full Name

Address

Dear

LETTER OF EMPLOYMENT

We hereby engage your service as **Cashier** with CHB LUXURY EMPIRE. Your employment shall be subject to the terms and conditions set out in your letter of employment as follows:

This working relationship is for a minimum of 2 years subject to renewal, this role will be fully confirmed after the **initial 2 months of probation**

1. During the period of this contract, you will be working as Sales Associate with full working Job description well-outlined to you.
2. You will be working with and reporting to the **Head of Department, Manager, Human Resource and CEO** on a daily basis and rely on them for directions and instructions.

3. **Effective date**

This offer is effective from 10th of February, 2024

Documentation

To capture your information on our database, within 72 hours, kindly make the following documents available to the HR

- Character Reference Details (Name, Contact Address and Phone Number)
- Guarantors Form (2 Solid Guarantors with their ID card).
- Previous Employer details (Name and Contact Person Information)
- Proof of Identity (National ID Card, Voters Card, Intl Passport etc)
- A Bank Account where your payments will be sent
- Signed page of this offer letter.

1. Deliverables for the role

- Professionally handle incoming request from customers whether through calls or chats and ensure that issues are resolved both promptly and thoroughly.
- Generate sales leads by keeping eye contacts with customers, smile to them and make them feel welcomed and comfortable to buy.
- Identify and assess customers' needs to achieve satisfaction.

- Build sustainable relationships and trust with customer through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of sales, products produced and other expenses incurred.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.
- Other Assignments given by the Head of Department, Manager and the MD/CEO.

2. Reward and Compensation

Your compensations are as follows,

- (a) N40, 000 probationary salary for the 2 month of probation. At the end of your probation, you will be appraised and a confirmation letter for your employment will be sent.
- (b) Based on merit, if you're found diligent and hardworking on the job, your salary can be reviewed and increased. This, however, is after a meeting with the management. Do note that being promoted is based on merit.
- (c) 10% of your salary will be deducted. This is your money and will be given at the end of your probation month.

Note: Payment of salaries expires 37days after your start date.

Probation Period

You shall be on probation for the first two (2) months of your employment. During this probationary period, your performance will be assessed. If your performance meets the required standards, your appointment will be fully confirmed. Should either you or the company not be satisfied with your performance, ability, suitability and compatibility, either party shall be entitled to terminate your employment giving the other party one-month notice.

Hours of Work

Your working hours will be resumption by 8am and Closing Time by 8:30pm (Mondays – Saturdays)

Termination

Your employment may be terminated summarily by the company without compensation or payment in lieu of notice;

- a) If you commit a material breach of your contract of employment;
- b) In any such circumstance justifying such termination in law; insubordination, physical violence etc.
- c) Non-performance of duties;
- d) Give a 1 month notice in case of leaving the company.
- e) If within the probation period, you decide to leave OR your employment is

terminated within the probation period due to your incompetency, lack of adhering to company/work instructions or truancy. Then the company WILL NOT be at any liberty to pay you a dime in such case(s). The company will provide you with tools, robust training and office ambience to carry out your assigned tasks, therefore, you are employed to effectively carry them out because as a company, we don't owe anyone of salary or wages whatsoever.

Policies

This is as stated in the employee handbook in the organization. We advise you be guided by the laws that govern this organization.

Confidentiality

By virtue of your association with the company and in the course of your employment with the company, you will become acquainted with, possessed of and given access to the company's trade secrets and confidential information. Such trade secrets and confidential information are of extreme strategic importance to the company.

Hence, we confirm that you are aware of this contract prior to you signing this agreement and you were made aware that:

- a) It is an essential term of your employment with the company that you undertake to abide by the confidentially undertakings as set out in this contract of employment;
- b) The undertakings set out are material conditions of your employment with the company; and that you have agreed to give the company the undertakings as set out in on this basis.
- c) Please note that in case of termination of appointment, you are to delete any customers, company, employees, or stakeholders information in any of your personal devices.

We look forward to a mutually beneficial working relationship.

Yours sincerely,
HR Department.

ACKNOWLEDGEMENT

I acknowledge that I have read, understood and do hereby accept the terms of employment outlined above.

Name: _____

Signature: _____

Date: _____

CHB LUXURY EMPIRE

Address: 19, Olowu Street, Ikeja, Lagos.

Passport

GUARANTOR'S FORM

Passport

EMPLOYEE'S DETAILS

First Name: _____ Last Name: _____

Address: _____

Job/Role: _____ Phone Number: _____

Signature: _____ Date: _____

GUARANTOR'S DETAILS

First Name: _____ Last Name: _____

Employment Status: _____

Address: _____

Phone Number: _____ City: _____

Relationship with employee: _____

I _____ hereby confirm that I stand as a guarantor in respect of (his/her) _____ appointment as a Job/Role _____ Of CHB LUXURY EMPIRE. I shall be responsible for all losses due to his/her negligence in the performance of his or her duties or through and any form of shortage or money due to theft or embezzlement through his or her actions, which becomes a loss to the client or CHB LUXURY EMPIRE.

Date: _____ Signature: _____

CHB LUXURY EMPIRE
EMPLOYMENT FORM

Name: _____
(Surname) (First name) (Middle name)

DOB: (DD/MM/YY) _____

Status: Single ☐ Married ☐ Divorced ☐ Cohabiting ☐

Sex (Male / Female). Phone number: _____

LGA: _____ STATE: _____

NATIONALITY: _____

HOME ADDRESS: _____

Religion (Muslim / Christian). Denomination: _____

Do you stay alone: (Yes/ no), (If no, why do stay with?)

Referee's Phone No: _____ Email: _____

EDUCATIONAL BACKGROUND:

(i) BSC: _____

(ii) SSCE: _____

(iii) FSLC: _____

Other areas of expertise/ skill: _____

Any Health Complication (Yes/No) if yes state it: _____

Strength: _____

Weakness: _____

Former Job Experience: _____

Previous Employment: _____

Previous Salary: _____ Expected Salary: _____

Which Other position can you fill in, if need arise: _____

Can you speak and write fluently: _____

CASHIER JOB DESCRIPTION

ABOUT THE COMPANY

CHB luxury collections limited, is a Leading supply store in beauty products such as: Nail products, manicure & pedicure products, eyelashes products, micro blading products/machines, hair wax removal products, piercing & tattoo products, teeth whitening products, detoxification machine etc.

We deal on wholesales and retails both online and physical store and we follow the latest trends in the beauty industry (Quality guarantee). The Empire, Orisirisi, Delta kitchen and Logistics is also part of the conglomerate.

JOB DESCRIPTION

We are looking for an efficient, courteous cashier who possesses excellent customer service skills. The cashier will scan the customer's selections, ensure that prices and quantities are accurate, accept payments, issue receipts, answer inquiries, and provide helpful information to customers' products, promotions, or item location. You will also respond to complaints, process refunds or exchanges of items, and maintain a clean workspace.

To succeed as a cashier, you should have a strong work ethic and high level of accuracy. You should be responsible, attentive to customer needs, and committed to providing excellent service.

CASHIER RESPONSIBILITIES:

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating food warmer, popcorn machine, scales, cash registers, and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and proving a receipt to every customer from the point of sales machine.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding the purchase of specific items, such as drinks, pastries and confectionaries.
- Maintaining a clean workspace.
- Other instructions given to the cashier by the Head of department, Manager and CEO.