

WELCOME TO THE WOLFF'S FLEA MARKET TEAM!

WOLFF'S FLEA MARKET ONLINE EMPLOYEE TRAINING

Allstate Arena Lot
6920 N Mannheim Rd
Rosemont, IL 60018
847-524-9590

wolffs.com

wolffsflea@aol.com

This email includes our basic Covid protocol for the flea market. More information can be found at wolffs.com and in the Employee Packet you will receive on Sunday. Please email back to confirm that you have read this information.

You can also call me at any time with questions.

QUICK LOOK

- Do not come to market if sick
- Properly worn masks required to enter and while at the market - over nose and mouth
- Maintain 6' distance between groups & form line as necessary
- Wash your hands - sanitizer located around the market
- No smoking except in your own closed vehicle
- Eat in designated dining area only - no walking and eating. You can eat in your car.
- Vendors & staff will be screened upon arrival and 2 more times
- Surfaces will be washed frequently
- Building remains closed. Porta-potties only.
- Customer capacity limits in place, thank you for your patience

MASKS

- Counterfeit licensed or designer masks are illegal and not allowed to be sold by vendors or worn by staff as a matter of example.
- Employees may not wear gaiters, bandanas, or scarves in place of a proper mask. Face shields can be provided and may be worn in ADDITION to masks, but not instead of a mask.

CUSTOMER SERVICE-STAY CALM

1. We expect visitors will follow masking & safety rules as everyone is used to Illinois mandates.
2. Staff is not expected to go beyond a simple script when dealing with people who do not follow our rules.
3. Choose kindness and state the facts. Do NOT argue, show anger or discuss your personal opinions. *No matter what they say.* Do not interact or remain in a negative situation. Move away, call management or security. Stick to the script.
4. We don't want to be observed or filmed in a situation that shows us being loud and unprofessional. If filmed, remain calm, which makes us all look good. Speak to camera if comfortable/appropriate and restate the facts and script while waiting for management.
5. Management or security will deal with customer or vendor.
6. Some employees are assigned to monitor "compliance" but we expect everyone to be aware of people not following mask, distancing, eating and no smoking guidelines & use the script.

7. First communication is to kindly ask person to mask up, cover nose, maintain the distance, stop smoking, stop eating, etc. **See SCRIPT below.** Cashiers and Patrollers will have a copy.
8. Do NOT ask person about their disability if they say they “can’t” wear mask.
9. Do NOT ask for or accept any type of card or document exempting them from wearing a mask. We are not accepting vaccine cards at this time.
10. Do NOT tell person to leave. Only a manager can make this decision.
11. Walk off to the side and report details to a manager. Call security if you feel uncomfortable
12. Note description and location of individual or space number

SCRIPT: What to say to customers or vendors (if you are assigned to do this by your supervisor)

MASK: If someone is not wearing mask over nose & mouth at entrance or when inside the market:

SAY: Illinois, Rosemont and Wolff’s Flea Market requires all visitors to wear a mask covering nose and mouth while at Wolff’s Flea Market. I can give you a mask for free.

SOCIAL DISTANCE: if person is not socially distancing while shopping or in line

SAY: Please maintain a distance/form a line

EATING: If person is eating outside the dining area (walking and eating)

SAY: You may not eat unless in the dining area. I can show you how to find it.

SMOKING: If person is smoking

SAY: Sorry, there is no smoking at Wolff’s Flea Market.

IF PERSON DOES NOT COMPLY

SAY: If you do not wear a mask/socially distance/stop eating/stop smoking, I have been instructed to contact my manager who will speak with you. PLEASE WAIT HERE.

SIGNS OF CORONAVIRUS - WE WILL SCREEN ALL STAFF 3 TIMES PER DAY

Don’t come to work if you are sick. Fever or chills, Cough, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea, vomiting, diarrhea

WHEN YOU ARRIVE AT MARKET

3:30 Start Time: Enter on west side of the building. Walk/drive across lot to west side for CHECK IN AND SCREENING. You will join the early employees in parking vendors or other duties.

5am and Later Start Time: Enter on east side of building, Go to cashier and say you are a new employee and ask for directions to Information Desk where you will be screened.

After check in, a supervisor will be called for your assignment and you may walk with them to Office Trailer. There will be a package with your name. This will include your t-shirt, staff manual. Put your t-shirt on, and you can store everything else in your car until later.

Take a walkie talkie from bin.

DOCUMENTS

Please bring the required documents to fill out W4 and I9 forms and you will be called to submit these by HR. (see photo and links below)

<https://www.uscis.gov/sites/default/files/document/forms/i-9-paper-version.pdf>

<https://www.irs.gov/pub/irs-pdf/fw4.pdf>

LISTS OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		3. School ID card with a photograph		3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Native American tribal document
5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		7. Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI				