

Employee Handbook

You Will Survive!



Welcome to Utah Preppers!

The employee handbook will provide information about the services we provide, the products we sell, and the resources we can give to our customers.

We strive to prepare the world for the zombie apocalypse. Our mission statement is: Be Ready, Be Prepared, and Be Educated.

Purpose & Training Objectives

The manual will be able to help educate about the products we sell and their uses. You will be able to answer questions about the products and provide options that will best fit that person's needs. There will be course descriptions of the classes and what they are teaching and more information about outside resources.

There are two different kinds of trainings: beginner and advanced.

Beginners are new hires. If the employee leaves Utah Preppers and returns after a six-month period of time, they will need to take the beginner training again to catch up on any updates.

Advanced are people who have worked for Utah Preppers for at least a year. If there was a break in employment, it is to the discretion of the supervisor if they are ready for the advanced training.

Training including operations, products, classes that are offered, and how to access outside resources.

Expected Training Time Frame

Beginner training:

- ❖ Time frame
 - Specific hour, day, week, etc.
 - Specific event
 - Specific hour, day, week, etc.
 - Specific event

Advanced training:

- ❖ Time frame
 - Specific hour, day, week, etc.
 - Specific event
 - Specific hour, day, week, etc.
 - Specific event

Products and Services Offered

Products

- Survival Kits
- Survival Guides
- Navigation
- Sustenance
- Survival Tools
- First Aid Kits

Classes

- Foraging and Hunting
- Fire and Shelter Building
- Maps and Navigation

Online Resources

- bereadyfoods.com
- beready.utah.gov
- beprepared.com
- smithandedwards.com
- moreprepared.com
- nitro-pak.com

Set-up Email Templates

How to Create Canned Responses for Gmail

1. Enable Templates:

- Go to Gmail and click the Gear icon (Settings) in the top right corner
- Click "See all settings"
- Go to the "Advanced" tab
- Find the "Templates" section and click "Enable"
- Click "Save Changes" at the bottom

2. Create a Template:

- Click "Compose" to start a new email
- Write the email message you want to save as a template
- Click the three vertical dots (More options) in the bottom right corner of the compose window
- Select "Templates"
- Choose "Save as new template"
- Name your template and click "OK"

3. Use a Template:

- Click "Compose" to start a new email
- Click the three vertical dots (More options) in the bottom right corner of the compose window
- Select "Templates"
- Choose the template you want to use
- The template will be inserted into the email window; you can customize and send it

First Contact Email

Hello (insert name),

We are Utah Preppers. We are an emergency preparedness group focused on making sure your family and you are prepared for the Zombie Apocalypse.

We offer (list classes or products requested):

Sincerely,
[Your Name]
[Your Title]
[Your Company]
[Your Phone Number]

Customer Service Email

Subject: Re: Your Recent Order/Issue -
[Order Number/Brief Issue]

Dear [Customer Name],

Thank you for reaching out to us. We sincerely apologize for the inconvenience regarding [Issue]. We are taking immediate steps to resolve this. [Explain what you're doing to address the issue]. Please do not hesitate to contact us with any further questions or concerns.

Sincerely,
[Your Name]
[Your Title]
[Your Company]
[Your Phone Number]

Sales Email

Subject: Don't Be Caught Brainless! - Join the Utah Preppers Community

Hi [Prospect Name],

I'm offering an incredible opportunity to learn more about surviving a zombie apocalypse. We have all seen the movies and seen a lot of disorganization, which takes years to overcome. It is our mission to educate and provide resources to keep your family and loved ones safe. Would you be open to a quick call to discuss how we can help?

Best regards,

Insert Signature Here

[Your Name]

[Your Title]

[Your Company]

[Your Phone Number]

Welcome Email Template

Subject: Welcome to Utah Preppers!

Hi [Customer Name],

Welcome to the Utah Preppers group! We're thrilled to have you join us. Here's what you can expect from us: [List key benefits/features]. Feel free to explore our website/resources at [Your Website].

If you have any questions, please don't hesitate to contact us.

Sincerely,

[Your Name]

[Your Title]

[Your Company]

[Your Phone Number]

Beginner Operations

Issue resolution

Common problems & solutions

The following are two main issues. Either a person will want to replace/return an item purchased or they will want to reschedule/cancel a class.

Replace or Returning an Item

Step 1 – Replace or Return Item

1. Contact management
2. See if items can be replaced
3. If items can't be replaced, see Step 2

Step 2 - Return Process

1. Go to Return tab on POS system
2. Scan receipt
 - a. Scan items being returned
3. Put in appropriate size return bag
4. Put label on return bag

Rescheduling a Class

1. Go to the Class Reschedule tab in POS system
2. Look up customer by name or course confirmation number
3. Select course to reschedule
4. Select different date or time

Cancelling a Class

1. Go to Course cancellation tab in POS system
2. Look up customer by name or course confirmation number
3. Select course to cancel
4. Give customer confirmation of cancellation number

Advanced Operations

Issue resolution

Common problems & solutions

The following are two main issues that will come up. Here are the steps on how to approach those issues:

Step 1 –

- 1.

Step 2 –

- 2.

Basic Operations

Step-by-step for Common Tasks

Briefly introduce the tasks and share instructions for each topic.

Store Opening Tasks	Store Closing Tasks
<p data-bbox="222 768 317 800">Step 1</p> <ul data-bbox="275 829 716 987" style="list-style-type: none"><li data-bbox="275 829 716 862">● Follow standard protocols<li data-bbox="275 891 583 924">● Additional details<li data-bbox="275 953 583 985">● Additional details <p data-bbox="222 1081 317 1114">Step 2</p> <ul data-bbox="275 1143 583 1300" style="list-style-type: none"><li data-bbox="275 1143 583 1175">● Additional details<li data-bbox="275 1205 583 1237">● Additional details<li data-bbox="275 1266 583 1299">● Additional details	<p data-bbox="936 768 1031 800">Step 1</p> <ul data-bbox="989 821 1482 963" style="list-style-type: none"><li data-bbox="989 821 1482 854">● Checklists should be done in order<li data-bbox="989 878 1262 911">● Additional details<li data-bbox="989 935 1262 967">● Additional details <p data-bbox="936 1045 1031 1078">Step 2</p> <ul data-bbox="989 1099 1262 1240" style="list-style-type: none"><li data-bbox="989 1099 1262 1131">● Additional details<li data-bbox="989 1156 1262 1188">● Additional details<li data-bbox="989 1213 1262 1245">● Additional details

Advanced operations

Step-by-Step for Common Tasks

Add a brief overview of advanced features or specialized procedures.

Advanced feature 1	Advanced feature 2
<p data-bbox="222 829 306 857">Step 1</p> <ul data-bbox="275 886 825 1068" style="list-style-type: none"><li data-bbox="275 886 825 959">● Only use your company email to log on and off company devices<li data-bbox="275 984 548 1011">● Additional details<li data-bbox="275 1036 548 1063">● Additional details <p data-bbox="222 1149 306 1177">Step 2</p> <ul data-bbox="275 1206 548 1344" style="list-style-type: none"><li data-bbox="275 1206 548 1234">● Additional details<li data-bbox="275 1258 548 1286">● Additional details<li data-bbox="275 1310 548 1338">● Additional details	<p data-bbox="936 829 1020 857">Step 1</p> <ul data-bbox="989 886 1539 1068" style="list-style-type: none"><li data-bbox="989 886 1539 959">● Only use your company email to log on and off company devices<li data-bbox="989 984 1262 1011">● Additional details<li data-bbox="989 1036 1262 1063">● Additional details <p data-bbox="936 1149 1020 1177">Step 2</p> <ul data-bbox="989 1206 1262 1344" style="list-style-type: none"><li data-bbox="989 1206 1262 1234">● Additional details<li data-bbox="989 1258 1262 1286">● Additional details<li data-bbox="989 1310 1262 1338">● Additional details

Training Completion Charts

Trainee	Approval Status	Approval Date	Facilitator	Facilitator Signature
Person	Choose Status.			
Person	Choose Status.			
Person	Choose Status.			

Outside Resources

Additional Resources

Include a list of online resources including food, procedures, best practices, and what to buy

<https://bereadyfoods.com/>

<https://beready.utah.gov/>

<https://www.smithandedwards.com/>

<https://moreprepared.com/>

<https://nitro-pak.com/>

Online tutorials

Include a list of online resources such as food storage, how to prepare, and more.

<https://bereadyfoods.com/>

<https://beready.utah.gov/>

Community forums

Include information on community forums or support channels where employees can engage with other team members, ask questions, and share best practices.

[Reddit - https://www.reddit.com/r/ZombieSurvivalTactics/](https://www.reddit.com/r/ZombieSurvivalTactics/)

<https://postapocalyptic.proboards.com/>