

If you are in an area that is likely to be hit with bad weather, the following must be done:

Today (or Day Prior to Inclement Weather)

1. Print and hang the following sign behind (or on) the front desk:
 - a. [Impending Inclement Weather Sign](#)
2. In-store Check-ins: **ANY** customers who are not **guaranteed** to be getting their device back today should be notified that due to possibility of inclement weather we may be forced to close.
 - a. Be proactive in asking if/when they plan to retrieve their device!
 - b. Be *extremely* conservative with any multi-day quotes. Inclement weather could go right up until Christmas, meaning if it isn't done today, it may be a week before we even look at it (depending on current queue).
3. Leads / Phone Calls: Be sure to mention the weather to any customer who sets up an appointment or says they will be in later this week.
4. Update Today: Contact **ALL** Update Today's and in addition to the standard update, let them know that due to impending weather, we may be closed the following day(s). This is especially important for anything that is RFP. Customer should be aware if they do not retrieve their device today, they may be unable to do so for the next couple days.
5. EOD: Print and hang this sign on the front door: [Closed due to Weather Sign](#)
 - a. In the event your store is **not** closed tomorrow, then the opener should just remove this sign at BOD.

Store Closing (Techs)

If prior to store open tomorrow the weather in your area is a hazard, contact your manager prior to your commute, to ensure that we will be open.

Store Closing (Managers)

If prior to store open tomorrow the weather in your area is a hazard, contact me as soon as possible. We will determine whether to delay opening or close for the day.

You: Responsible for informing your techs of the current situation.

Me: Responsible for Store Closing ticket, updating hours on Google, ect.