

# Jewelry Store Team Member Training Template

## 1. Store Overview

- About Us:
- Mission Statement:
- Core Values:

## 2. Team Roles & Responsibilities

Role	Main Responsibilities
Sales Associate	
Store Manager	
Jeweler/Bench Worker	

## 3. Customer Service Guidelines

- 1.
- 2.
- 3.

## 4. Product Knowledge

- Jewelry Types:
- Precious Metals:
- Gemstones:

## 5. Store Operations

- Opening Procedures:
- Closing Procedures:
- Cash Handling:
- Inventory Management:

## 6. Safety & Security

- Security Protocols:
- Loss Prevention Tips:
- Emergency Procedures:

## 7. Dress Code & Appearance

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## 8. Communication & Teamwork

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## 9. Additional Training & Resources

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