



# 2021 VALENTINE'S DAY

## Sales Guide

tipton  hurst

For Internal Use Only

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## COVID Procedures

As you all know, we're taking measures to ensure the safety of both our staff and customers by observing the following safety procedures:

We are testing each employee daily by checking and documenting temperatures, signs of sickness, and travel.

Masks are mandatory when up and about during your shift, except when in your private workspace/office.

Please maintain social distancing of 6ft whenever possible

Each workstation and touchable surface should be disinfected with DCD or similar disinfectant 3 times daily - morning, noon, and night. This includes workstations, doors, counters, equipment, vehicles, etc.

There will be hand sanitizer at all doors and registers.

Workspaces should have 6 feet distances marked with tape on the floor as a visual reminder to social distance.

## T&H Professionalism Expectations

Each employee is a professional and is expected to show up on time as scheduled. On-time means ready to begin working when you clock in. Putting away belongings, restroom trips, refilling coffee, etc. needs to be completed prior to clocking in.

## Break Periods

We have no designated break periods. Reasonable accommodations as necessary will be given. Excessive personal time is unacceptable as a professional and will be dealt with by your manager or supervisor.

If a business allows it, your supervisor may allow one 10 minute break period in the AM, and one 10 minute break period in the PM. An unpaid mealtime period of at least 30 minutes where you clock out is allowed if business dictates and your supervisor approves. If it is a working lunch (performing regular duties while eating) you will be paid - if approved by your manager.

Our business is unpredictable so we'll base these decisions on what's needed to provide the best service for our customers.

## Overtime

Every employee is expected to keep track of their weekly hours worked and must inform their manager when they reach 32 hours. Overtime is paid at 1.5 times the regular rate of pay and must be approved by your manager before being performed.

## Employee Conduct and Work Rules

Employees are expected to be professional at all times. That includes a strong work ethic, consideration for others, courteous and helpful attitudes to both customers and fellow employees, and a positive professional attitude.

Conversations with customers are limited to topics that are professional by nature. Personal problems are to be left at the door. In short, everyone is expected to behave as ladies and gentlemen. Yes ma'am and yes sir to every customer. Treat each other with mutual respect and admiration.

## Personal Appearance

Professional attire at all times. Tipton & Hurst apparel when conducting business on the main floor or when in contact with customers. This could be a name tag, apron, shirt, jacket, etc.

Please wear something with T&H on it when working with customers. No large logos on apparel.

Dress conservatively and ready to work in either a green shirt or khakis.

## Use of Personal Smart Phones

Professionalism is expected and required of all employees at all times. Excessive smartphone use while on duty is not permitted. Employees may use breaks and meal periods to conduct personal business.

Many of the managers and personnel use their personal cell phones for business purposes. However, if you have not been authorized to use your phone as such, refrain from using your personal phone during company time. You are a paid professional.

Excessive personal time during work hours is a problem and may lead to disciplinary action.

## Company Communication

Company emails and texts are always professional communication to facilitate our business. Never put anything in an email or text that cannot be shared with the public.

## Customer Service

### Guaranteed Satisfaction Since 1886.

Our number one job is to seek and secure customers. In order to do so, remember the following:

- The customer is always right.

- The answer is always, “Yes we can.” It is only a matter of timing and cost.

Before you step on the sales floor/answer a phone Know the following:

- A - Availability
- S - Supply
- K - Keep-ability

## Greeting

At Tipton & Hurst, we practice good southern hospitality and etiquette.

- Smile
- Yes Ma’am / Sir
- Act as though every customer is your grandparent
- Put every customer on a pedestal
- Be genuinely happy and listen
- Acknowledge every person that enters the store

## Seek To Understand

Seek first to understand the customer’s needs and occasion, i.e. delivery or pick-up? Higher average orders have the highest customer satisfaction because the recipient is overwhelmed (when the order is a gift). \$125 is our goal average order.

## Taking An Order

1. Get their name and repeat it often.
2. Introduce yourself.

3. Exchange formal pleasantries.
4. Find out the occasion/event.
5. Determine the relationship of the sender & recipient.
6. Determine the timeline.
7. Offer higher-end suggestions.
8. Suggest an add-on to make the order special.
9. Inform them of their confirmation email.
10. Ask them to review the confirmation email.
11. Give the customer your contact information.
12. Make sure to say, “Thank you Mr. /Mrs. \_\_\_\_\_. My name is \_\_\_\_\_ and I will take special care of you.”

## Food and Drink

No food and drink on the sales floor or in front of customers. At times, food may be provided, but you must conduct yourself as a professional while eating. Use your manners.

## Holiday Delivery Times

Effective Friday the 12th, Saturday the 13th & Sunday, February 14.

**Residence Delivery: 8am - 7pm**  
**Business Delivery: 7am - 5pm**  
**School Delivery: 8am - 2pm\***

If customer needs more specific time, they are encouraged to have the order delivered on February 11th or better yet, pick the order up!

**\*Please check your list of schools accepting deliveries for students BEFORE placing the order.**

## Holiday Delivery Fees

**February 8th-11th:**  
 Regular delivery fee on orders under \$100. Free delivery on orders over \$100.

**Friday, February 12th, and Saturday, February 13th:**  
 Regular delivery prices. No free delivery.

**Sunday, February 14th:**  
 Regular delivery prices plus \$5.

## Delivery Fees

Location	Friday 12th	Saturday 13th	Sunday 14th
Pine Bluff	\$5.00	\$5.00	\$10.00
Heights	\$9.99	\$9.99	\$14.99
Conway	\$7.99	\$7.99	\$12.99

## Holiday Express Delivery

No Express Deliveries available for February 12th, 13th and 14th!

Order Early for Early Delivery!

- Orders will be delivered early on a first come, first served basis. Every order placed by Wednesday, February 10 will have a red dot indicating that those orders are first in line for delivery.

School Deliveries

- Deliveries made to schools will take place by 2pm.
- \*We will stop taking School orders at the end of the day on Tuesday, February 9th.

## No-Contact Drive Through Showrooms

Our Heights location will also offer a no-contact drive-through showroom this Valentine's Day! **This will be on Sunday only.** We'll set up tents and tables displaying our products, and give our customers disposable menus. Our staff will use iPads equipped with QuickFlora to take and fulfill orders as the customer drives through our parking lot.

## Business Deliveries

- We need name of business, suite number, phone number, and what time recipient is off work, as well as home address if available. Place time in delivery instructions.

- Again, these will be delivered between 7 am and 5 pm on February 11th and 12th (possibly the 13th). If the customer needs the delivery made by a certain time, encourage delivery on the 10th or 11th.

## Balloons

- Balloons are not encouraged for delivery.
- Will have variety ready for pickup.
- Sell more flowers and candy!

## Uber

\*Refer to pages 10 and 11

## Smoking

Because we recognize the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, we provide a tobacco-free environment for all employees and visitors. This policy covers the smoking of any tobacco product and the use of oral tobacco products or “spit” tobacco, and it applies to both employees and non-employee visitors of Tipton & Hurst.

1. No use of tobacco products will be allowed within the facilities of T&H
2. The designated smoking areas are behind the building and 25 feet from any door, as well as out of the sight of any customer. Please maintain a distance of 12ft apart from other employees when not wearing a mask.
3. No tobacco use in any T&H vehicle.
4. No smoking is allowed at any time at any on-site job for a client.

## Outgoing Wire Orders

- Valentine’s Day wire orders need to be placed by February 11th at the end of business to be delivered on Valentine’s Day.
- Otherwise, the delivery may occur on February 15th.
- Open orders and designer’s choice are preferred for Valentine’s Day wire out orders. If the customer insists on a specific product ALWAYS sell a second and third option.
- Never send more than one (1) product or multiple cards on the same outgoing wire-order.
- Delivery charge should be included with the product. This amount should be \$0.00. It’s better to get more than enough money and overwhelm the recipient than disappoint the sender and recipient for trying to get by on too small of a budget. Larger cities have larger product and delivery prices.
- Specialty containers may not be available.
- Avoid selling Tipton & Hurst exclusive products (wire-out).
- Start with a description that will make sense to a recipient florist (i.e. [Fresh Arrangement] and give the customer’s sales price. Properly use fields for entry. First names, last names, etc. This is especially critical especially for outgoing orders.
- **Always** get a phone number for a recipient! If customers

don’t have this when they place their order, emphasize the importance that they get a good contact number and update the order.

## Minimum Amounts For Outgoing Orders

Recipient Address	Item Price	Wire Fee
North America	\$35	\$8.99
Overseas	\$65	\$14.95

## T&H Gift Wrapping Policy

It is our pleasure to gift wrap items at a customer's request. Instead of Christmas greenery, we'll use another inexpensive but hardy type of greenery, like Israeli Ruscus.

## For Bag Wrapping

1. Remove the price tag!
2. If the item is fragile, wrap it securely in white tissue to provide some padding.
3. Place the item in the center of a sheet of Tipton & Hurst logo tissue, and gather around.
4. Place the wrapped item into a bag, and add at least one piece of white tissue in the center of the logo tissue so that you can't see down into the bag.
5. Tie a length of satin ribbon onto the handles of the bag so that they stay closed, and then tie the ribbon around your greenery. You should have two simple knots at this point.
6. Finish by tying the remaining ribbon into a bow and adding a gold T&H sticker to the bow. Don't forget to trim your ribbon!

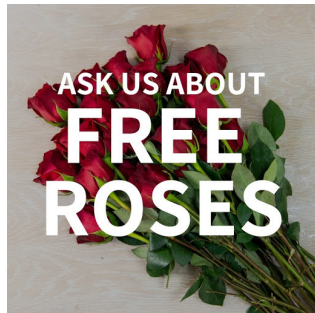
## For Box Wrapping

1. Remove the price tag!
2. If the item is fragile, wrap it securely in white tissue to provide some padding.
3. Place one piece of T&H logo tissue at the bottom of the box with the extra folded over the sides. Depending on the size of the box, you may need to use more than one piece or fold one in half to fit.
4. Place the item into the box, fold the tissue over, and place the top on the box.
5. Flip the box over, and place a length of ribbon in the center. Wrap around the bottom and cross the two pieces, then pull them around to the top and measure to make sure you can three simple knots at the top.
6. Once you've tied the first knot, tie another around your piece of greenery.
7. Use another length of ribbon to make a bow, and tie it on using your first piece of ribbon, then tuck the edges underneath the bow.
8. Finish by adding a gold T&H sticker to the bow and trimming the edges of your ribbon.

This wrapping is available at no charge on any full-priced item or item discounted less than 30%. If a customer wants an item gift wrapped that is discounted more than 30% off, we'll charge a small fee of \$5 per item.

Of course, based on the flow of business you may not be able to gift wrap more than one item immediately. Use your judgment and if needed, offer to take the customer's information and call them once their items are ready for pick-up.

## Promotions/ Upsells



### Ask About Our Free Roses - FDR

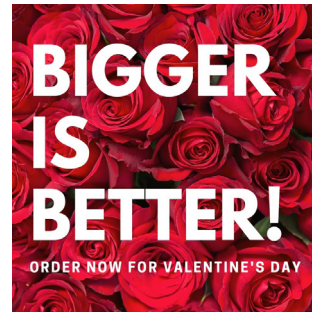
- Spend \$100 on flowers and have them delivered between February 8th and 11th, and receive a 1 Dozen Cash & Carry Roses free during the months of June - August.
- The second dozen roses are available in store only, and are our standard cash and carry dozen roses - valued up to \$34.95. Use code FDR in Quick Flora when adding to the invoice
- Customer must have a valid email address in order to receive this promotion. Customer must show the email with the FDR code when picking up second dozen roses. (Or have the salesperson look up their Valentine's Day order on Quick Flora.)

\*Physical vouchers not available.



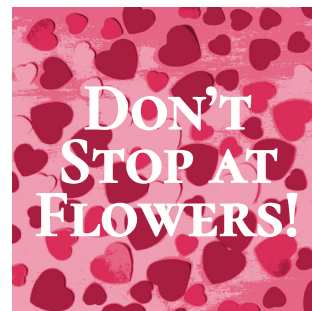
### Sooner Is Sweeter

Can't wait to say Happy Valentine's Week? Make your gift even more special and deliver early. You'll receive free delivery when delivery is scheduled between Monday, February 8th through Thursday, February 11. All Valentine orders delivered before February 11th receive this card in the enclosure card!



### Bigger is Better!

Bigger is better, and we'll tell you why: when you buy more roses, the arrangement will be larger, obviously, but the value increases! For instance, a half dozen roses costs \$50. That's almost \$10 per rose, but when you get up to the 3 dozen roses, they're only \$5.50 each! Plus, who doesn't want their Valentine to have the biggest and the best?



### Don't Stop at Flowers!

Encourage one or more of our ten add-on items for a customer to make their gift even sweeter!

1. Bath Balm
2. Sweet Shop Truffles in Gold Box
3. Sweet Shop chocolates in Heart Box
4. LUX Candle
5. Handwritten Card
6. Brown Bearington Bear
7. Bag of romantic rose petals
8. Louis Sherry Chocolates
9. 2-Count Savor Patisserie Macarons
10. 5-Count Savor Patisserie Macarons





## Be Sweet, Leave A Review!

Will you be our Valentine? Tipton & Hurst has had Guaranteed Satisfaction for 135 years. We promise to go above and beyond to make you happy, because we truly love our customers. If you love us too, be sweet and leave us an official review! The most helpful review platforms are Facebook Reviews, Google Reviews, & Yelp Reviews.

## Uber Delivery Policy

We strive to offer guaranteed satisfaction and sometimes that means using methods that are a little unorthodox.

This Valentine's Day, we want to say yes to as many customers as possible and in that spirit, when our delivery routes are unavailable or held up, we'll say yes and use Uber. Say, for instance, you're taking an order.

Design and Delivery are backed up and won't be able to make it in time, but the order has to be out today!

In this instance, we'll ask the customer to please hold while we find something especially for their recipient.

1. Go to the cooler and find an arrangement and approve it with the customer.
2. Let the customer know that there will be a \$25 delivery fee. This includes the trip fee and a \$5 tip for the driver.
3. Call the recipient
  - Let them know that we have a delivery coming their way.
  - Verify their address
  - And that they'll be home for the next hour.
4. Book the ride and call the driver's phone number that's listed on the app.
  - Let he or she know that they'll be a part of the T&H team for a little while and that you'll meet them outside with the prepared delivery and instructions.
5. Prepare the arrangement

for transport.

- Make sure that the arrangement is of the highest quality and allowing the design team to refresh it if needed.

6. Package the arrangement in a T&H branded box with T&H waxed tissue.

- Be sure to pay attention to your driver's arrival time and meet them promptly outside with all of the contents of the delivery and your delivery instructions sheet (see next page).

7. Create a trip sheet with only your order on it.

- The driver ID and vehicle should both be "Uber"

8. Once you've received the text confirmation from the Uber driver:

Open Tools

Go to Delivery Confirmation

Enter the details and click delivery to trigger the customer's delivery confirmation email.



Thanks for helping us out today!

Once you've finished the trip, please send a text to the phone number associated with this Uber account letting us know that you're done. We'll send a \$5 tip once we've received this confirmation.

We've already called the recipient and made sure that their address is correct and that they'll be home for at least an hour. Both the recipient's phone number and our store number are listed below in case you need to contact either party.

Recipient's Name & Number

Name\_\_\_\_\_

Phone\_\_\_\_\_

Tipton & Hurst's Phone Number

501-666-3333

# School Delivery Policy

## Green= Schools that allow delivery to students

CODE	SCHOOL	PHONE	ADDRESS	ZIP	REG.	VD
AEC	ADULT EDUCATION CENTER	450-4810	1925 LEE AVE	72034	STAFF	STAFF
ARBE	AR BAPTIST ELEMENTARY Door 6 only	227-7070	62 PLEASANT VALLEY	72212	BOTH	BOTH
ARBS	AR BAPTIST MID & HIGH SCHOOL	868-5121	8400 RANCH BLVD	72223	BOTH	BOTH
BAUE	PINE HAVEN ELEMENTARY*	557-5361	500 PINE HAVEN RD	72011	STAFF	STAFF
BAUH	BAUXITE HIGH SCHOOL	557-5303	800 SCHOOL ST	72011	STAFF	STAFF
	BELAIR (PB AREA)				STAFF	STAFF
BENH	BENTON HIGH*	778-3288	211 N BORDER ST	72015	STAFF	STAFF
BENJ	BENTON JUNIOR HIGH*	778-7698	411 N BORDER ST	72015	STAFF	STAFF
BENM	BENTON MIDDLE SCHOOL*	776-5740	204 COX ST	72015	STAFF	STAFF
BING	BINGHAM ROAD BAPTIST	888-2541	923 W BINGHAM RD	72206	BOTH	BOTH
BCM	BOB COURTWAY MIDDLE*!	450-4832	1200 BOB COURTWAY DR	72032	STAFF	STAFF
BOOK	BOOKER ARTS MAGNET ELEM*!	447-3800	2016 BARBER ST	72206	STAFF	STAFF
	BROADMOOR (PB AREA)				STAFF	STAFF
BRYE	BRYANT ELEMENTARY	847-5642	412 WOODLAND DR	72022	STAFF	STAFF
BRYH	BRYANT HIGH	847-5600	200 NW 4TH ST	72202	STAFF	STAFF
BRYJH	BRYANT JUNIOR HIGH	847-5620	201 SULLIVAN DR	72202	STAFF	STAFF
BRYM	BRYANT MIDDLE SCHOOL	847-5651	412 WOODLAND DR	72202	STAFF	STAFF
CALD	CALDWELL ELEM	778-4444	1800 W SEVIER ST	72019	STAFF	STAFF
CSM	CARL STUART MIDDLE	329-2782	2745 CARL STUART RD	72034	STAFF	STAFF
CARE	CARVER MAGNET ELEM	447-4000	2100 E 6TH ST	72202	STAFF	STAFF
CHS	CATHOLIC HIGH SCHOOL	664-3939	6300 FATHER TRIBOU ST	72205	STAFF	STAFF
CATO	CATO ELEMENTARY	833-1160	9906 JACKSONVILLE CAT	72120	STAFF	STAFF
CAC	CENTRAL AR CHRISTIAN	835-5924	1 WINDSONG DR	72113	BOTH	BOTH
CBC	CENTRAL BAPTIST COLLEGE	329-6872	1501 COLLEGE AVE	72034	STAFF	STAFF
CHR	CHRIST THE KING	225-7883	4002 N RODNEY PARHAM	72212	STAFF	STAFF
CL	CLOVERDALE MIDDLE*!	447-2500	6300 HICKSON RD	72209	STAFF	STAFF
	COLEMAN (PB AREA)				BOTH	BOTH
CSE	COLLEGE STATION ELEM	490-5750	4710 FRAZIER PK	72206	STAFF	STAFF
COLE	COLLEGEVILLE ELEM	847-5670	4818 HIGHWAY 5 N	72022	STAFF	STAFF
CONC	CONWAY CHRISTIAN	336-9067	500 SE GERMAN LN	72032	STAFF	STAFF
CONCH	CONWAY CHRISTIAN HIGH	336-9772	400 E GERMAN LN	72032	STAFF	STAFF
CHSE	CONWAY HIGH SCHOOL-EAST	450-4860	1815 PRINCE ST	72034	STAFF	STAFF
CHSW	CONWAY HIGH SCHOOL-WEST	450-4880	2300 PRINCE ST	72034	STAFF	STAFF
CRYST	CRYSTAL HILL MAGNET	791-8000	5001 N SHORE DR	72118	STAFF	STAFF
	DOLLARWAY (PB AREA)				STAFF	STAFF
	EDGEWOOD (PB AREA)				STAFF	STAFF
ESE	ELLEN SMITH ELEMENTARY	450-4815	1601 S DONAGHEY AVE	72034	STAFF	STAFF
EPI	EPISCOPAL COLLEGIATE UPPER, LOWER & MIDDLE	372-1194	1701 CANTRELL RD	72201	STAFF	STAFF
FCDS	FAULKNER CO DAY SCHOOL	329-8102	1700 SOUTH BLVD	72034	STAFF	STAFF

# School Delivery Policy

	FIRST WARD (PB AREA)				STAFF	STAFF
FME	FLORENCE MATTISON ELEM	450-4820	2001 FLORENCE MATTISN	72032	STAFF	STAFF
FHJH	FOREST HEIGHTS MIDDLE	447-2700	5901 EVERGREEN DR	72205	STAFF	STAFF
FRPK	FOREST PARK MIDDLE	447-4500	1600 N TYLER	72207	STAFF	STAFF
FUL	FULLER MIDDLE SCHOOL	490-5730	808 E DIXON RD	72206	STAFF	STAFF
	GANDY (PB AREA)				STAFF	STAFF
GRE	GRANT ELEMENTARY	778-3300	1124 HOOVER ST	72015	STAFF	STAFF
	GREENBRIAR				STAFF	STAFF
HALL	HALL HIGH SCHOOL	447-1900	6700 H ST	72205	STAFF	STAFF
HMM	HENDERSON MAGNET MIDDLE	447-2800	401 JOHN BARROW RD	72205	STAFF	STAFF
<b>*NO BALLOONS !NO BUS RIDERS</b>						
HOLY	HOLY SOULS	663-4513	1001 N TYLER	72205	STAFF	STAFF
HPE	HOWARD PERRIN ELEM	778-7411	1201 SMITHERS DR	72015	STAFF	STAFF
IDA	IDA BURNS ELEMENTARY	450-4825	1201 DONAGHEY ST	72034	STAFF	STAFF
JAF	J.A. FAIR MAGNET	447-1700	13420 DAVID O DODD	72210	STAFF	STAFF
	JACK ROBEY (PB AREA)				STAFF	STAFF
JH	JACK SONVILLE HIGH	982-2128	2400 LINDA LN	72076	STAFF	STAFF
JACKM	JACKSONVILLE MIDDLE	982-1587	1320 SCHOOL DR	72076	STAFF	STAFF
	JAMES MATTHEWS (PB AREA)				BOTH	BOTH
JEFF	JEFFERSON ELEM	447-5000	2600 N MCKINLEY	72207	STAFF	STAFF
JSE	JIM STONE ELEM	450-4808	4255 COLLEGE AVE	72034	STAFF	STAFF
JLME	JULIA LEE MOORE ELEM	450-4830	1301 COUNTRY CLUB RD	72034	STAFF	STAFF
	LL OWEN (PB AREA)				BOTH	BOTH
LRCHR	LITTLE ROCK CHRISTIAN Highschool-Building 8 Junior High-Building 6 Middle School-Building 5 Elementary School-Building 3 MUST HAVE BLDG #	868-9822	19010 CANTRELL RD	72212	BOTH	BOTH
CENTH	LR CENTRAL HIGH SCHOOL	447-1400	1500 S PARK	72202	STAFF	STAFF
MMJH	MANN MIDDLE SCHOOL	447-3100	1000 E ROOSEVELT	72206	STAFF	STAFF
MARG	MARGUERITE VANN ELEM	450-4870	2845 CARL STUART RD	72034	STAFF	STAFF
	MAUMELLE HIGH SCHOOL	851-5350	100 VICTORY LN	72113	STAFF	STAFF
	MAYFLOWER				STAFF	BOTH
<b>**NO GLASS, NO BALLOONS</b>						
MCD	MCDERMOTT ELEM	447-5500	1200 RESEVOIR RD	72227	STAFF	STAFF
MH	MILLS HIGH SCHOOL	490-5700	1205 E DIXON	72206	STAFF	STAFF
MSEL	MISS SELMAS	225-0123	7819 T ST	72227	BOTH	BOTH
	MOODY (PB AREA)				STAFF	STAFF
MSM	MOUNT ST MARY'S	664-8006	3224 KAVANAUGH	72205	STAFF	STAFF
NLRHE	NLR MIDDLE SCHOOL 7TH 8TH GRADE	771-8200	2400 LAKEVIEW RD	72116	STAFF	STAFF
NLRH	NLR HIGH-9TH-12TH GRADE	771-8100	101 W 22 ND ST	72114	STAFF	STAFF
OBE	OAKBROOKE ELEM	833-1190	2200 THORNHILL RD	72120	STAFF	STAFF

# School Delivery Policy

OGE	OAKGROVE ELEM*	851-5370	5703 OAK GROVE RD	72118	STAFF	STAFF
	OAK PARK (PB AREA)				STAFF	STAFF
OTT	OTTER CREEK	477-5800	16000 OTTER CREEK PK	72209	STAFF	STAFF
PAR	PARKVIEW HIGH*	447-2300	2501 JOHN BARROW RD	72204	STAFF	STAFF
	PINE BLUFF				STAFF	STAFF
PFE	PINE FOREST ELEM	851-5380	400 PINE FOREST DR	72113	STAFF	STAFF
PA	PULASKI ACADEMY	604-1910	12701 HINSON RD	72212	STAFF	BOTH
PHJH	PULASKI HEIGHTS MIDDLE	447-3200	401 N PINE	72205	STAFF	STAFF
	RIDGEWAY SCHOOL				NO	NO
RING	RINGGOLD ELEM	778-3500	536 RIVER ST	72015	STAFF	STAFF
RH	ROBINSON HIGH	868-2400	21501 HIGHWAY 10	72212	STAFF	STAFF
RJH	ROBINSON MIDDLE SCHOOL	868-2410	21001 HIGHWAY 10	72212	STAFF	STAFF
SAC	SACRED HEART SCHOOL	354-8113	106 N SAINT JOSEPH ST	72110	STAFF	STAFF
SCE	SALLIE CONE ELEM	450-4835	1629 SOUTH BLVD	72034	STAFF	STAFF
SE	SHERWOOD ELEMENTARY	833-1150	307 VERONA AVE	72116	BOTH	BOTH
	SOUTHEAST				STAFF	STAFF
SOW	SOUTHWEST MIDDLE*!	447-3400	3301 S BRYANT ST	72204	STAFF	STAFF
<b>*NO BALLOONS !NO BUS RIDERS</b>						
STEPH	STEPHENS ELEM	447-6400	3700 W 18TH ST	72204	STAFF	STAFF
SYLVA	SYLVAN HILLS ELEM	883-1140	402 DEE JAY HUDSON RD	72120	STAFF	STAFF
SYLH	SYLVAN HILLS HIGH SCHOOL	833-1100	484 BEAR PAW DR	72120	STAFF	STAFF
SHJH	SYLVAN HILLS MIDDLE	833-1120	1001 JOHNSON DR	72120	STAFF	STAFF
	TAYLOR (PB AREA)				STAFF	STAFF
TAY	TAYLOR ELEMENTARY*!	985-1581	1401 MURREL TAYLOR	72076	STAFF	STAFF
ANT	THE ANTHONY SCHOOL	225-6629	7700 OHIO ST	72227	BOTH	BOTH
THE	THEODORE JONES ELEM	450-6645	1800 FREYALDGOVEN LN	72034	STAFF	STAFF
	34TH AVENUE (PB AREA)				STAFF	STAFF
TOLL	BOBBY G LESTER ELEM.	982-7456	601 HARRIS RD	72076	STAFF	STAFF
	TOWNSEND PARK				BOTH	BOTH
	VILONIA ELEM/MIDDLE/HIGH*		<b>*NO GLASS/BALL BUSES</b>		BOTH	BOTH
<b>**NO STUDENT DELIVERIES UNTIL 1:30</b>						
	WHITE HALL (PB AREA)				STAFF	STAFF
WILL	WILLIAMS MAGNET	447-7100	7301 EVERGREEN	72207	STAFF	STAFF
	W.T. CHENEY (PB AREA)				STAFF	STAFF
<b>*NO BALLOONS !NO BUS RIDERS</b>						

The background of the entire image is a close-up, high-angle shot of numerous light pink roses. The roses are in various stages of bloom, with some showing tight spirals and others more fully open. The lighting is soft and even, highlighting the delicate texture of the petals. A thin, dark green rectangular border frames the entire scene, creating a clean, professional look.

# **FRESH ARRANGEMENTS**

## 2021 Valentine's Day Roses and Arrangements

### 2021 Valentine's Day Roses and Arrangements

Item Code	Item Title	Standard	Deluxe	Premium
178V	Rose Romance and Chocolates	\$100		
150	1 Dozen Roses	see individual product		
154T	3 Dozen Roses	see individual product		
154S	1 1/2 Dozen Roses	<b>Best Value!</b> see individual product		
159	2 Dozen Roses	see individual product		
152	1/2 Dozen Roses	see individual product		
160	Triple Bud Vase	see individual product		
151	1 Dozen Colored Roses	see individual product		
155B	Rose Boxes	see individual product		
232B10	Roses and Lilies	\$135	\$160	\$185
206B10	Rose Sorbet Bubble Bowl	\$75	\$95	\$110
225	Kiss My Tulips	\$60	\$75	\$90
256TON	Tons of Tulips	\$135	\$150	\$165
175B20	Box of Chocolates	\$75	\$100	\$125
360V	Once Upon a Time	\$100	\$150	\$200
350V	Make Me Blush	\$50	\$100	\$150
320V	Tickled Pink	\$75	\$90	\$110
300V	Violette	\$85	\$125	\$175



## 2021 Valentine's Day Roses and Arrangements

239	T&H Sweethearts	\$75	\$100	\$125
340V	Love in Bloom	\$125	\$150	\$200
214B20	She's my Queen	\$115	\$175	\$250
174V	Fun Love	\$35	\$40	\$45
310V	Happy Heart	\$50		
252V	T&H Lil' Sweetie	\$55	\$65	\$75
150B11	Roses for a year	\$720		

### Add Baby's Breath: +\$15 In Crystal Vase: +\$20

Please Note: All **rose** arrangements are available in red, pink, light pink, hot pink, white, lavender, peach, and yellow. All **tulips** are available in multiple colors as well.

Check the cooler!

Products marked with "T&H" are Tipton Hurst originals and are not



1 Dozen Roses - 150		
standard	baby's breath	crystal vase
\$85	\$100 (+15)	\$105 (+20)

Twelve premium long stem roses in red. Arranged in a glass vase with greenery.  
\*V-Day prices are \$5 more than regular prices.

## 2021 Valentine's Day Roses and Arrangements



Rose Romance and Chocolates - 178V	
\$100	

Standard: 1 doz., Bear and Chocolate  
 Deluxe: 1 1/2 Doz., Bear and Chocolate  
 Premium: 2 Doz., Bear and Chocolate



**Best Value!**

1 1/2 Dozen Roses - 154S		
standard	baby's breath	crystal vase
\$100	\$115	\$120

Eighteen premium long stem roses red. Arranged in a glass vase with greenery.



3 Dozen Roses - 154T		
standard	baby's breath	
\$200	\$215	

Premium long stem roses in red. Arranged in a glass vase with greenery.



2 Dozen Roses - 159		
standard	baby's breath	crystal vase
\$150	\$165	\$170

Twenty-four premium long stem roses in red, in a glass vase with greenery.

## 2021 Valentine's Day Roses and Arrangements



1/2 Dozen Roses - 152		
standard	baby's breath	crystal vase
\$50	included	\$70

Six premium long-stem red roses arranged in a vase with baby's breath. A perfect size for any space.



Triple Bud Vase - 160		
standard	baby's breath	crystal vase
\$30	included	\$50

Simple and affordable arrangement of premium long-stem roses with greenery and baby's breath.



1 Dozen Colored Roses - 151		
standard	baby's breath	crystal vase
\$85	\$100	\$105

Twelve premium long stem roses in your choice of color\* arranged in a glass vase with greenery. **\*Each color and variation has a separate SKU.**



**Photo will be reshot**

Parisian Hat Box - 155B			
1/2 Doz.	1 Doz.	1 1/2 Doz	2 Doz.
\$50	\$80	\$100	\$125

All the rage in Europe, these Parisian inspired hat boxes are an elegant and playful take on your standard dozen roses.

## 2021 Valentine's Day Roses and Arrangements



Roses and Lilies - 232B10		
standard	deluxe	premium
\$135	\$160	\$185

This arrangement is a premium selection of timeless red roses and stargazer lilies arranged in a glass vase with greenery.



Rose Sorbet Bubble Bowl - 206B10		
standard	deluxe	premium
9 roses	15 roses	18 roses (Spray r. and Coffeeber.)
\$75	\$95	\$110

You'll make anyone feel social with this bright and cheery rose arrangement! Including a mixture of sorbet colors, these roses are complimented with coffeeberry and arranged in a bubble bowl.



Kiss my Tulips - 225		
2 Bunches	3 Bunches	4 Bunches
\$60 (Shown)	\$75	\$90

These tulips are at the peak of their bloom, arranged in a clear glass vase, and completed with a bow to accent this beautiful arrangement. \*Check the cooler for color options.



Tons of Tulips - 256TON		
5 Bunches	6 Bunches	7 Bunches
\$135	\$150	\$165

Make a bold statement with the upgraded version of 'Kiss My Tulips'. This arrangement comes in a premium glass vase filled with your choice of exquisitely colored tulips. \*Check the cooler for color options.

## 2021 Valentine's Day Roses and Arrangements



### Box of Chocolates - 175B20

\$75	\$100	\$125
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This pretty pink garden holds a secret - a box of Louis Sherry gourmet chocolates in the center! A beautiful all-in-one gift.



### Once Upon a Time - 360V

standard	deluxe	premium
\$100	\$150 (Shown)	\$200

Make your fairytale come true with the Tipton & Hurst exclusive rose arrangement "Once Upon a Time." Pink O'Hara Roses and White Spray Roses with wispy eucalyptus in a low vase. This is an original Tipton & Hurst design.



### Make Me Blush - 350V

\$50	\$100	\$150
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Make that special someone blush with the Tipton & Hurst exclusive "Make Me Blush." Roses, Hydrangea, Tulips, Pink Lisanthus and Dusty miller in a cube vase.



### Tickled Pink - 320V

\$75	\$90	\$110
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They will be "Tickled Pink" when they receive this Tipton & Hurst exclusive arrangement. Gerber Daisies, Hydrangea, Tulips, Pink Roses adorn a hot pink vase. This is an original Tipton & Hurst design.

# 2021 Valentine's Day Roses and Arrangements



Violette - 300V		
\$85	\$125	\$175

Give your sweetie a Tipton & Hurst exclusive arrangement. Purple hydrangea, pink ranunculus, roses, purple hyacinth, tulips with seeded eucalyptus and dusty miller. This is an original Tipton & Hurst design.



T&H Sweethearts (\$100) - 239		
\$75	\$100	\$125

Big, bright, and beautiful! Your Valentine is sure to love this vibrant arrangement!



**Photo will be reshot**

Love In Bloom - 340V		
\$125	\$150	\$200

Let your love bloom with this exclusive Tipton & Hurst arrangement. White hydrangea, white ginestra, white veronica, pink roses, red/white tulips and stargazer lilies in a tall vase.



She's My Queen - 214B20		
\$115	\$175	\$250

Queen Proteas and burgundy cymbidium orchids will make any Valentine feel like a queen.

## 2021 Valentine's Day Roses and Arrangements



**T&H Fun Love (\$35) - 174V**

\$35	\$40	\$45
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Gift this arrangement to your fun love. The vibrant gerbera daisies and cuddly bear are perfect for your sweetheart.



**Happy Heart - 310V**

\$50
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This Tipton & Hurst exclusive arrangement is a heart throb! With red Gerber daisies, red carnations and two red monster roses in a red heart vase with a white heart.



**T&H Lil' Sweetie (\$55)- 252V**

\$55	\$65	\$75
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Short and sweet, this arrangement of roses, stock and alstroemeria lives up to its name.



**Roses for a Year- 150B11**

\$720
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One Dozen Roses 20%off plus free delivery

The image features a close-up, top-down view of a large number of light pink roses. The petals are tightly packed and layered, creating a complex, swirling pattern of soft pink and white tones. The lighting is even, highlighting the delicate texture of the flower petals. In the center of the image, the word "PLANTS" is written in a bold, black, serif typeface. The text is centered both horizontally and vertically, standing out against the light, floral background. The entire scene is framed by a thin, dark border.

# PLANTS



## 2021 Valentine's Day Plants

### 2021 Valentine's Day Plants

Item Code	Item Title	Standard	Deluxe	Premium
337D	Double Hyacinth Basket	\$45 Special		
344D	Double Tulip Basket	\$50 Special		
344	Red Hot Tulips	\$35	\$50	
369B10SS	Be Mine Basket	\$75	\$100	\$125
304	Single Orchid	\$75		
304S	Flirty Phalaenopsis	\$85		
304W	Waterfall Orchid	\$85		
304VT	Everlasting Love Orchid	\$175		
304WT	Waterfall Orchid Trio	\$200		
304B10	Opulent Orchids	\$350		
359	Anthurium	\$50	\$65	

## 2021 Valentine's Day Plants



**Double Hyacinth Basket -337D**

**\$45 Special**

Two 6" pots of hyacinths in a basket make for a fragrant pop of spring for your Valentine!



**Double Tulip Basket - 344D**

**\$50 Special**

Two 6" pots of tulips in a basket make the perfect gift for your Valentine!



**Red Hot Tulips - 344**

Basket	Shown	
\$35	\$50	

These Arkansas grown red hot tulips make the perfect gift for your Valentine. Let Tipton & Hurst deliver your red hot valentine this red tulip arrangement today!



**Be Mine Basket - 369B10SS**

<b>\$75</b>	<b>\$100</b>	<b>\$125</b>
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The Be Mine Basket is ideal for those who want a variety of plants that will last as long as your love for your Valentine.

## 2021 Valentine's Day Plants



**Single Orchid - 304**

**\$75**

The single orchid is a lovely indoor plant with which to decorate your home!



**Flirty Phalaenopsis - 304S**

**\$85**

The timeless Phalaenopsis Orchid is a perfect gift for your timeless love!



**Waterfall Orchid - 304W**

**\$85**

The timeless Phalaenopsis Orchid is now available as a gorgeous waterfall arrangement.



**Everlasting Love Orchid - 304VT**

**\$175**

2 double-stem orchid plants in a beautiful contemporary container, with wire hearts for added love. A gorgeous plant to gift this valentine's day!

## 2021 Valentine's Day Plants



<b>Waterfall Orchid Trio - 304WT</b>		
<b>\$200</b>		

A gorgeous trio of luxurious waterfall orchids.



<b>Opulent Orchids - 304B10</b>		
	<b>\$350</b>	

This elegant arrangement of orchids, bromeliad, and mixed green plants is a gorgeous statement piece to show her how much you love her.



<b>Anthurium - 359</b>		
<b>\$50</b>	<b>\$65</b>	

Anthuriums are cherry, exotic flowering houseplants that offer glossy, green heart-shaped leaves topped by heart-shaped long lasting blooms.

<b>Double Waterfall Orchid -</b>		

The timeless Phalaenopsis Orchid is now available as a gorgeous double waterfall arrangement.

The image features a background of numerous light pink roses, some in full bloom and others as buds, creating a soft, romantic texture. The roses are arranged in a dense, overlapping pattern. In the center of the image, the words "ADD ONS" are written in a bold, black, serif font. The text is enclosed within a thin black rectangular border that frames the entire scene.

# ADD ONS

## 2021 Valentine's Day Add-Ons

### 2021 Valentine's Day Add-Ons

Item Code	Item Title		
513V	Tipton & Hurst Greeting Cards	\$5	
518VBB	Bearington bear	\$25	
505VD	Sweet Shop Heart Gift Box	\$35	
505V	Sweet Shop Gift Box	\$14	
525V	Louis Sherry Chocolates	\$29	
SPM2 or SPM5	Savor Patisserie Macarons	\$7 2-count	\$15 5-count
009-720	A Dozen Roses LUX Candle	\$15	
517MLBB	Lover Bath Balm	\$10	
116RP	Bag of Rose Petals	\$20	



**Tipton & Hurst Greeting Cards- 513V**

**\$5.00**

Tell your Valentine how much you love them with a handwritten card from Tipton & Hurst.



**Bearington Bear - 518VBB**

**\$25**

Adorable Lovable Valentines Teddy bear! Bearington bears are realistically detailed using the softest, highest quality plush so they are ultra soft and huggable. **18 inches tall.**

## 2021 Valentine's Day Add-Ons



Sweet Shop Heart Gift Box- 505VD	
	14 pieces
	\$35

Enjoy this Valentine's Day with our classic red heart filled with assorted delicious truffles.



Sweet Shop Gift Box- 505V	
	9 pieces
	\$14

Inside this gold embellished box are our delicious double chocolate and fudge love truffles for your enjoyment. These assorted boxes will make the perfect gift.



Louis Sherry Chocolates - 525V	
	\$29

The highest quality chocolates from Louis Sherry chocolatier.



Savor Patisserie Macarons		
2 count- SPM2	5 count- SPM5	
\$7	\$15	

Delicious gourmet macarons made by Savor Patisserie! All flavors are gluten free and delicious!

## 2021 Valentine's Day Add-Ons



**A Dozen Roses Lux Candle- 009-720**

**\$15**

9oz. The Fragrance of a dozen, long-stemmed roses.



**Lover Bath Balm - 517MLBB**

**\$10**

Dwell in a blissful bath of rosehips and ylang ylang essential oil and reflect on the love and happiness in your life. Enjoy beautiful fragrances of yuzu, fresh lilies, and patchouli.



**Bag of Rose Petals - 116RP**

**\$20**

One dozen roses worth of petals in a bag to add that special touch to a romantic evening.

\*Rose petals will stain fabric if they get wet.\*



The background of the entire page is a close-up, high-angle shot of numerous light pink roses. The roses are in various stages of bloom, with some showing the intricate spiral patterns of their petals. The lighting is soft and even, highlighting the delicate texture of the petals. A thin, dark green rectangular border frames the entire image, creating a clean, professional look.

# **GIFT BASKETS**

## 2021 Valentine's Day Gift Baskets

### 2021 Valentine's Gift Baskets

Code	Item Title	Standard	Deluxe	Premium
552V	You're the Balm!	\$55	\$75	\$100
555V	Hugs and Kisses	\$60	\$75	\$100
550V	Decadent Date Night	\$100		
551V	I've Got the "Hots" for You	\$60	\$75	\$90
	Hearts a Poppin'			
554V	Will you "Beer" my Valentine?	\$90		
553V	I Love You S'more	\$90		
532B10	Just Junk Basket	\$40	\$50	\$60
8332	Arkansas Made	\$65	\$80	\$100
537B08	Health Basket	\$45	\$55	\$65
	Cheese Board			
140B20	Nuts for You!	\$50	\$65	\$80
618B20	KETO Basket	\$65		



You're the Balm! - 552V		
\$55 (Shown)	\$75	\$100

4 luxurious bath bombs, rose petals and a candle to create a magical bath time experience this Valentine's Day.



Hugs and Kisses - 555V		
\$60 (Shown)	\$75	\$100

Perfect for kids and all other lovers of sweets! Give them something wonderful on Valentine's Day!



Decadent Date Night - 550V		
\$75	\$100	\$125

Decadent chocolate and gourmet snacks make this basket a must for the sweetheart in your life.



I've got the "Hots" for You! - 551V		
\$60 (Shown)	\$75	\$90

Can it get any hotter this Valentine's Day? Yes, it can! With Tipton & Hurst salsa and other spicy goodies, you are sure to burn someone up this Valentine's Day.

# 2021 Valentine's Day Gift Baskets



Photo will be reshot

Hearts a Poppin'		

A collection of gourmet popcorn

Will you "Beer" my Valentine? - 554V		
	\$70	

A series of beer jellies complimented with bread and snacks. A great gift for lovers of beer and food!



I love You S'more! - 553V		
\$75	\$90	\$115

This basket comes with everything you need to roast marshmallows and make s'mores this Valentine's Day! Cozy up and make something delicious!



Just Junk Basket- 532B10		
\$40	\$50	\$60

Soft drinks, candy bars, packages of cheese and crackers, cookies, hard candy, or chocolates, etc. in a basket.

## 2021 Valentine's Day Gift Baskets



Arkansas Made- 8332		
\$65	\$80	\$100

Whether you call Arkansas home or not this basket is a supreme collection of goodies made right here in Arkansas. Selections include Tipton and Hurst Gourmet, What's Cookin', My Brother's Salsa, J&M, and Lambrecht.



Health Basket - 537B08		
\$45	\$55	\$65

This gift basket is excellent for any occasion! Any recipient will love this hand-picked selection featuring bottled water, raisins, granola bars, trail mix, and assorted fruit.



Photo will be reshot

Cheese Board		
	\$85	

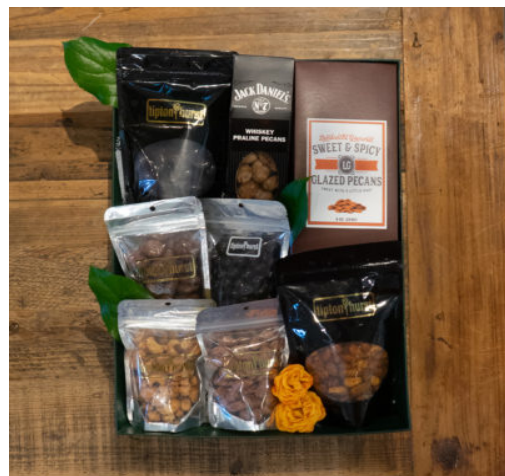


Photo will be reshot

Nuts About You! - 140B20		
\$50	\$65	\$80

This basket is the perfect mixture sweet and savory snacks.



**Photo will be reshot**

<b>KETO Basket- 618B20</b>		
	<b>\$65</b>	

Inspired by the KETO diet, Tipton & Hurst has created a basket assembled from yummy items that are sweet and friendly to your dietary desires. Low carb and tasty too, Keto doesn't get better than this!



tipton  hurst

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