



2020 Valentine's Sales Guide

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 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."*

Remember To Get Complete Information

Sender:

- Cell Phone
- Email Address

Recipient:

- Name
- Cell Phone
- Business Name
- Business Address
- Time She Leaves Work
- Home Address (In case she leaves work early, etc.)

Holiday Delivery Times

Effective Thursday, February 13 & Friday, February 14.

Residence Delivery: 8am - 7pm

Business Delivery: 7am - 5pm

School Delivery: 8am - 2pm

If a customer needs more specific time, they are encouraged to have the order delivered on February 11th or 12th, OR better yet, pick the order up!

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

Holiday Delivery Fees

•Monday, February 10th,
Tuesday, February 11th, and
Wednesday, February 12th: \$4.99 (½ Price)

•Thursday, February 13th: \$9.99 (Regular Price)

•Friday, February 14th: \$14.99 (+\$5)

Holiday Express Delivery

•No Tipton & Hurst Express Deliveries are available for February 13th and 14th!

•**Uber Express Delivery \$20-\$30 (including \$5 tip)**

1. Sell & pull from stock.
2. Call recipient
3. Send delivery confirmation.

Order Early for Early Delivery!

• Orders will be delivered early on a first-come, first-served basis. Every order placed by Sunday, February 9 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 2 pm.
•We'll stop taking orders going to schools at the end of the day on Wednesday, February 12th. Deliveries will be made on the 13th and 14th, but no orders will be taken past February 12th.

Business Deliveries

•We need the name of the 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 13th and 14th. If the customer needs the delivery made by a certain time, encourage delivery on the 11th or 12th, or we can make the delivery to the office and the recipient will have their order when they arrive at work on Valentine's Day.

Balloons

- Balloons are **not** encouraged for delivery.
- We will have a variety ready for pickup.
- Sell more flowers and candy!

Outgoing Wire Orders

•Valentine's 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 not be included with the product, QuickFlora will automatically add it to the total. However, larger cities have larger product and delivery prices. 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.

• Specialty containers may not be available.

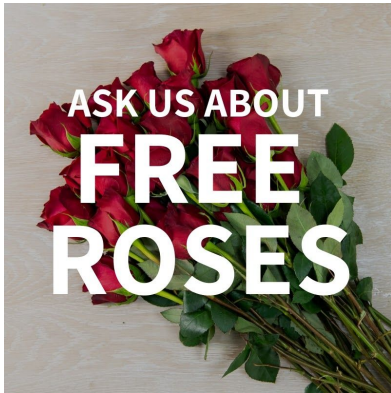
• Avoid selling Tipton & Hurst products (wire-out).

• 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.

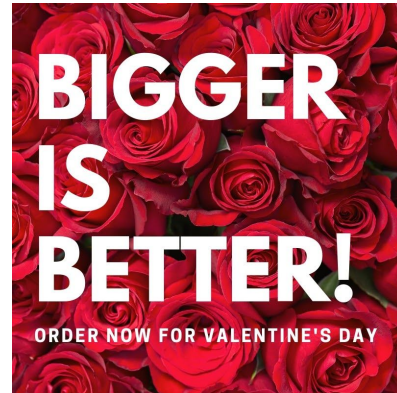
Minimum Amounts For Outgoing Orders

Destination	Product (\$)	Wire Charge
North America	\$35.00	\$8.99



Ask About Our Free Roses - FDR

- Buy 1 Dozen Red Roses Arranged and have them delivered on or before February 12th, 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 QuickFlora when adding to the invoice
- Customers must have a valid email address in order to receive this promotion. The customer must show the email with the FDR code when picking up the second dozen roses. (Or have the salesperson look up their Valentine's Day order on QuickFlora.)



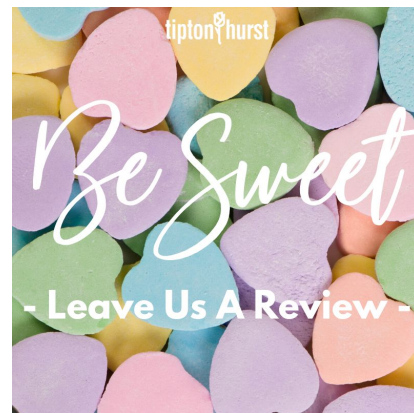
Bigger is Better!

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?



Sooner Is Sweeter

Can't wait to say Happy Valentine's Day? Make your gift even more special and deliver early. You'll receive 1/2 priced delivery when delivery is scheduled through Tuesday, February 12. All Valentine orders delivered before Valentine's Day receive this card will be included in the enclosure card!



Be Sweet, Leave A Review!

Will you be our Valentine? Tipton & Hurst has had Guaranteed Satisfaction for 133 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 Holiday season, 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.

- Go to the cooler and find an arrangement and approve it with the customer.
- Let the customer know that there will be a \$25-\$30 delivery fee. This includes the trip fee and a \$5 tip for the driver.
- 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.
- 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.
- 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,
 - 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).
- Create a trip sheet with only your order on it.
 - The driver ID and vehicle should both be "Uber"
- 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

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CODE	SCHOOL	PHONE	ADDRESS	ZIP	REG.	VD
AEC	ADULT EDUCATION CENTER	450-4810	1925 LEE AVE	72034	STAFF	STAFF
ARBE	AR BAPTIST ELEMENTARY	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	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	72205	STAFF	STAFF
CATO	CATO ELEMENTARY	833-1160	9906 JACKSONVILLE	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	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	BOTH	BOTH
FCDS	FAULKNER CO DAY SCHOOL	329-8102	1700 SOUTH BLVD	72034	STAFF	STAFF

	FIRST WARD (PB AREA)				STAFF	STAFF
FME	FLORENCE MATTISON ELEM	450-4820	2001 FLORENCE MATTISON	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
*NO BALLOONS !NO BUS RIDERS						
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	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	BOTH	BOTH
	MAUMELLE HIGH SCHOOL	851-5350	100 VICTORY LN	72113	STAFF	STAFF
	MAYFLOWER				STAFF	BOTH
**NO GLASS, NO BALLOONS						
MCCL	MCCLELLAN HIGH	447-2100	9417 GEYER SPRINGS	72209	STAFF	STAFF
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

NPH	NORTH PULASKI HIGH	982-9436	718 HARRIS RD	72076	STAFF	STAFF
NJH	NORTHWOOD MIDDLE	833-1170	10200 BAMBOO LN	72120	STAFF	STAFF
OBE	OAKBROOKE ELEM	833-1190	2200 THORNHILL RD	72120	STAFF	STAFF
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	STAFF
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	STAFF	STAFF
	SOUTHEAST				STAFF	STAFF
SOW	SOUTHWEST MIDDLE*!	447-3400	3301 S BRYANT ST	72204	STAFF	STAFF
*NO BALLOONS !NO BUS RIDERS						
SES	ST. EDWARDS SCHOOL	374-9166	805 SHERMAN ST	72202	STAFF	STAFF
STEPH	STEPHENS ELEM	447-6400	3700 W 18TH ST	72204	STAFF	STAFF
SYLVA	SYLVAN HILLS ELEM	883-1140	402 DEE JAY HUDSON	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 CATHEDRAL SCHOOL	375-7997	1616 S SPRING ST		STAFF	STAFF
THE	THEODORE JONES ELEM	450-6645	1800 FREYALDGOVEN	72034	STAFF	STAFF
	34TH AVENUE (PB AREA)				STAFF	STAFF
TOLL	TOLLESON ELEM	982-7456	601 HARRIS RD	72076	STAFF	STAFF
	TOWNSEND PARK				BOTH	BOTH
	VILONIA ELEM/MIDDLE/HIGH**		**NO GLASS ON BUSES		BOTH	BOTH
	**ALL DELIVERIES 12-2PM ONLY		NO DELIVERIES 2/14!!!			
	WHITE HALL (PB AREA)				STAFF	STAFF
WILL	WILLIAMS MAGNET	447-7100	7301 EVERGREEN	72207	STAFF	STAFF
	W.T. CHENEY (PB AREA)				STAFF	STAFF
*NO BALLOONS !NO BUS RIDERS						

Complaint Policies and Procedures

At Tipton & Hurst, we welcome complaints because they help us identify and improve areas where we could take a little extra care. Because of that, we've added a [link in QuickFlora under Support & Logs to a customer complaint form](#). This form allows you to enter all of the details of the complaint, including the complainant's contact information, the nature of the complaint, and the resolution of the complaint. We're only as good as our last delivery, so we want to make sure that any issues are logged as well as handled with the utmost care and attention. Each time you submit a complaint form, your answers will be logged in a spreadsheet so we can track data on which products, deliveries, etc. are the most likely to have an issue.

This form is intended to guide you through the complaint taking and reporting process, from the time you encounter the customer to the resolution. Please email Catherine at cbrewington@tiptonhurst.com with any thoughts, questions, or concerns!

T&H Professionalism Expectations

Each employee is a professional and is expected to show up for work 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, considerate of others, courteous and helpful to both customers and fellow employees, 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.

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.

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 15 feet from any door, as well as out of the sight of any customer.
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.

Smoking Cessation Policy

United Healthcare, our current insurance company, offers a FREE Quit For Life smoking Cessation program. You are encouraged to contact your manager for more information regarding this program. Currently, full-time smokers cost themselves on average \$5,000 per year and the added expense to your employer through health insurance is also over \$5,000 - for a grand total of over \$10,000! Our goal is to have a smoke-free environment at Tipton & Hurst to

save both lives and money. The health insurance premiums for smokers are anticipated to be higher next year.

Working on Job Sites

Please practice professionalism at all times. No bathroom breaks in client's homes, any conversation is kept to a minimum and always to G rated topics. Cell phone usage is limited to that which is required for the job. As noted above, smoking is *never* permitted at any on-site job. Typically, we report to the Heights store to check in before being dispatched to job sites. There may be instances where you are asked to drive directly to the job site. Come prepared to withstand the elements, as you may be working outside on job sites. When you commit to a job, it may take longer than scheduled. Please be prepared to make arrangements to complete the job to Tipton & Hurst standards. Your day is not done until the job is finished and the client is satisfied.

T&H Gift Wrapping Policy



It is our pleasure to gift wrap items at a customer's request. Pictured above is the standard wrapping for Christmas items, and for everyday wrapping, we replace the red ribbon with white. 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.

T&H 2020 Valentine's Day Rose Arrangements



BEST VALUE!

Rose Romance & Chocolates

\$100 / \$125 / \$150

[178V]

Standard: 1 doz., Bear, & Chocolate

Deluxe: 1 ½ doz., Bear, & Chocolate

Premium: 2 doz., Bear & Chocolate

Take advantage of our Valentine's Combo Package and get a price break on this lovely classic trio.

We're including a stunning arrangement of red roses, a Bearington bear, and a gift box of Sweet Shop chocolates.



1 Dozen Roses

Premium Standard: \$80

Baby's Breath: +\$15

Crystal Vase: +\$20

[150]

Twelve premium long stem roses in your choice of color* arranged in a glass vase with greenery.

****Please note: All rose arrangements are available in red, pink, white, lavender, peach, & yellow.***



BEST VALUE!

3 Dozen Roses

Premium Standard: \$200

Baby's Breath: +\$15

[154T]

Thirty-six premium long stem red roses arranged in a glass vase with greenery. Container may vary.

4 Dozen Roses

Standard: \$250

Baby's Breath: +\$15

5 Dozen Roses

Standard: \$300

Baby's Breath: +\$15j



BEST VALUE!

1 ½ Dozen Roses

Premium Standard: \$100

Baby's Breath: +\$15

Crystal Vase: +\$20

[154S]

Eighteen premium long stem roses in your choice of color* arranged in a glass vase with greenery.



2 Dozen Roses

Premium Standard: \$140

Baby's Breath: +\$15

[159]

Twenty-four premium long stem roses in your choice of color in a glass vase with greenery.



½ Dozen Roses

Premium Standard: \$50

Baby's Breath: Included

Crystal Vase: +\$20

[152]

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

T&H 2020 Valentine's Day Rose Arrangements



Triple Bud Vase
Premium Standard: \$30.00
Baby's Breath: Included
 Crystal Vase: +\$20
 [160]

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



1 Dozen Colored Roses
Premium Standard: \$80
 Baby's Breath: +\$15
 Crystal Vase: +\$20
 [151]

Twelve premium long stem roses in your choice of color* arranged in a glass vase with greenery.



Rose Boxes
\$50/\$75/\$95/\$120
 1/2 doz. / **1 doz.** / 1 1/2 doz. / 2 doz.
 155B

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



Roses & Lilies
\$125 / \$150 / \$175
 [232B10]

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



Rose Sorbet Bubble Bowl
\$75/\$95/\$110
 [206B10]

You'll make anyone feel special 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.



Rose Boxes
\$50/\$75/\$95/\$120
 1/2 doz. / 1 doz. / 1 1/2 doz. / 2 doz.
 (156B)

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

T&H 2020 Valentine's Day Arrangements

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T&H Always and Forever
\$100 / \$125 / \$150
[258V]

Bursting with soft, feminine hydrangeas, roses, and tulips, accented with hyacinth and lily grass in an opaque pink vase



T&H Sweethearts
\$75 / \$100 / \$125
[239]

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



T&H Hearts on Fire
\$70 / \$90 / \$110
[180V]

True romance! Express your love with the gorgeous flower arrangement in shades of fuchsia, mango, and hot pink, made of roses, tulips, and carnations!



Kiss My Tulips (BUNCHES OF TULIPS)
\$60 / \$75 / \$90
20 / 30 / 40 stem
[225]

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.



Tons Of Tulips
\$135 / \$150 / \$165
50/ 60/ 70 stem
[256TON]

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.



T&H Fun Love
\$30 / \$35 / \$40
[174V]

Gift this arrangement to your fun love. The vibrant gerbera daisies and cuddly bear are perfect for your sweetheart.

T&H 2020 Valentine's Day Arrangements

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T&H Purple Passion
\$90 / \$110 / \$130
[200]

Bouquet of hydrangea, roses, and tulips, accented with hyacinth in a keepsake mercury-glass container.



Open Your Heart
\$80 | \$100 | \$135
[CIBW20]

A portion of the proceeds of this gorgeous arrangement of hydrangea, roses, hyacinth, and dahlia will benefit the American Heart Association!



She's My Queen
\$115 | \$175 | \$250
[214B20]

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



T&H My Endless Love
\$125 / \$150 / \$175
[238]

Beautiful and sweet Valentine arrangement sure to delight your sweetheart.



T&H Lil' Sweetie
\$55 / \$65 / \$75
[252V]

Short and sweet, this arrangement of roses, stock and alstroemeria lives up to its name.



Design of the Month
\$150-\$1500
[FFY]

See web listing for pricing!

T&H 2020 Valentine's Day Arrangements

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Roses For a Year

\$720

[150B11]

One Dozen Roses 20% off plus free
delivery

T&H 2020 Valentine's Day Plants



Double Hyacinth Basket
Standard: \$50 | **Special: \$35**
[337D]

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



Double Tulip Basket
Standard: \$45 | **Special: \$35**
[344D]

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



Arkansas Grown Hydrangea
Standard: \$55 | **Upgrade: \$65**
[338]

This classic hydrangea will surely surprise your Valentine with its bright blooms!



Cyclamen Crush
Standard: \$40
[329]

With its artfully shaped foliage and eye-popping colored blooms, the cyclamen is a tried and true favorite in the industry for its hardiness and ease of growth in many environments.



Be Mine Basket
Standard: \$50 | **Deluxe: \$65**
Premium: \$80
[369B10]

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.



Arkansas Grown Azaleas
Standard: \$45 | **Upgrade: \$60**
[325B10]

Particularly in the South, the azalea is always a well-received blooming plant. Its giant blooms are accentuated with its delicate foliage. A fan favorite!

T&H 2020 Valentine's Day Plants



Flirty Phalaenopsis
Standard: \$75 | **Upgrade: \$85**
[304]

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



Waterfall Orchid
Standard: \$65
[304W]

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



Waterfall Orchid Trio
Standard: \$200
[304W]

A gorgeous trio of luxurious waterfall orchids.



Elegant Orchids
\$350
[304B]

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



Red Hot Tulips
\$35.00 | **\$50.00**
[344]

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!



Anthurium
\$50 | \$65
[359]

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

T&H 2020 Valentine's Day Plants



Sweet Succulent Garden

\$45 | **\$60** | \$120

[322B12]

This sweet succulent garden is a perfect low maintenance gift for your green-thumbed Valentine!

T&H 2020 Valentine's Day Add Ons



Tipton & Hurst Greeting Cards
Handwritten Card \$5.00
[513V]

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



Capri Blue "Volcano" Candle
8 oz. \$22 | 19 oz. \$30 | 48 oz. \$88
[504V]

A beautiful gift box with an elegant candle that smells like a summer evening drive with aromas of fresh-cut grass and floral blooms.



Brown Bearington Bear
Sm \$9 | Md \$13.50 | Lg \$30
[518V]

Adorable Lovable Valentines Teddybear! Bearington bears are realistically detailed using the softest, highest quality plush so they are ultra-soft and huggable.



Louis Sherry Chocolate
12 pc. \$29.00 | 2 pc. \$7.50
[505LS]

Our emblematic gift box composed of a house selection of exquisite Louis Sherry truffles renowned for their creamy texture and exceptional silkiness. A truly delightful gift for anyone to indulge in the pleasure of fine chocolate.



Sweet Shop Gift Box
9 pc. \$14.00
[505V]

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



Sweet Shop Heart Gift Box
14 pc. \$35.00
[505VD]

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

T&H 2020 Valentine's Day Add Ons



Bag of Rose Petals
\$20
[116RP]

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.



Lambrecht Truffles
4 pc. \$11.50 | 9 pc. \$18 | 16 pc. \$28
[505LT]

Arkansas Made Truffles with a heart logo box. Perfect sweets for your sweetie!



Loblolly Macarons
6 pc. \$20 | 12 pc. \$40
[LCM]

For the second year, we're selling Little Rock's own Loblolly Creamery macarons! Delicious assorted flavors and locally made!

T&H 2020 Valentine's Day Gifts



Sweets For Your Sweetie Basket
\$40 | \$60 | \$75
[571]

This beautiful basket comes with an assortment of delicious chocolate treats to satisfy the chocolate lover in your life.



Just Junk Basket
From: \$40.00
[532B10]

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



The Chocolate Lover Basket
From: \$70.00
[535V]

For the sweet tooth in your life, assorted goodies handpicked just for them!



Hot 'n Spicy Basket
From \$60
[534B08]

Heat things up this Valentine's Hot 'n Spicy Basket!