

CIRCULAR NO. : 06/21/2022
DATE : June 21, 2022
TO : All Tenant-Partners
FROM : Mall Operations Department
SUBJECT : CONDUCT OF SALES ACTIVITIES AND PROMOTIONS

In reference to our house rules and regulations, we wish to remind all tenant-partners of the following guidelines.

Section E - Administrative Guidelines for Tenants and their Employees
House Rules No. E.3.2 states that:

“Tenant partner shall employ only sales-oriented and well-trained personnel in dealing with customers. The Tenant must undertake sales and public relations training programs for their employees.”

To elaborate on the above, please be reminded that store sales personnel SHOULD REFRAIN from engaging in overly aggressive, offensive, or unethical practices such as: 1) High-pressure selling; 2) Misrepresenting products or services so as to mislead or deceive customers; 3) Demonstrating discourtesy or rudeness to customers; and 4) Violating the personal space of customers (e.g. inappropriately touching or pulling customers to the store).

We trust all tenant-partners will conduct business in a manner that enhances customer service and goodwill, which the Mall tries to always uphold. Mall reserves the right to terminate the lease of tenant-partners who repeatedly disregard the guideline above.

Should you have any concern or clarification, kindly coordinate with the Mall Operations thru +639283930753

Thank you for your usual support and compliance.



Charles Cornell
Mall Operations Manager