



## City of Lynchburg Lynchburg Community Market Vendor *Standards of Conduct*

### *Commitment To Our Customers*

Why do customers visit the Lynchburg Community Market? Since 1783, there are many reasons why people visit and return to the market to include access to fresh healthy foods, community socialization, unique gifts of craft and art, and a fun, friendly environment that offers an irreplaceable Hill City experience.

Many factors are involved in creating an atmosphere in which people can enjoy themselves. Some factors such as weather are not controllable. A sincere and helpful vendor or management team is a factor that is controllable and a major area of focus at our market.

As a participant in the Lynchburg Community Market, the customer is our NUMBER ONE priority. The goal of the staff and vendor is to ALWAYS be friendly, understanding, and willing to serve. By allocating space at the Market, we are asking for a commitment from each vendor that we anticipate to be upheld at all times.

Therefore, market vendors are expected to:

- Make eye contact and smile
- Greet and welcome customers
- Display appropriate body language at all times
- Preserve the Lynchburg Community Market experience
- Thank each and every customer
- Treat individuals, fellow vendors and management alike and those whom they serve, with respect, courtesy, and tact.
- Promote safe operations and comply with all appropriate safety and health regulations.
- Promptly report safety and health hazards so they can be corrected before injuries results.
- Render full and efficient service and provide the highest level of customer service possible
- Comply with all Market rules and regulations

*The following conduct is expressly prohibited. Vendors who engage in any of the following are subject to expulsion from the Market.*

- Carelessly or willfully causing destruction of City property.
- Threatening or assaulting a fellow vendor/staff or the public.
- Acting in a manner that is deliberately disruptive to the commerce of fellow vendors.
- Intimidating a customer for the purpose of sale.
- Deliberately misguiding customer for purpose of sale.
- Participating in mischievous actions such as horseplay, disorderly conduct or similar undesirable conduct.
- Using obscene language towards fellow vendors, market management, as well as customers.
- Arriving late consistently
- Using racial, sexist, or ethnic slurs
- Sexually harassing fellow vendors, management, or customers.
- Engaging in rude or unprofessional behavior or disorderly conduct, even if the behavior is not expressly forbidden by regulation or law.
- Attempting to gain access to the market building after business hours unless approved by market staff
- Conducting any other types of business transactions not approved by application on Market premises
- Contacting Market Staff at their residence is prohibited. All Market related business must be addressed at the Market and during office hours located at 1219 Main Street, by phone at 455-4485, or at [communitymarket@lynchburgva.gov](mailto:communitymarket@lynchburgva.gov). Violation of this clause will result in immediate expulsion.

I have read, understand, acknowledge and comply with the above information.

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Signature

Print Name

Date