

Chapter 1 : Apple's Employee Media Policy - Really? | Technology and Learning

It is the salesman sine qua non at the Apple Store, encouraging Geniuses to "walk a mile in someone else's shoes," assuming that mile ends at a credit card swipe machine.

But have you wondered what life must be like for the foot soldiers who make up the troops at Apple, Inc. But as an employer, is it really as strict as its reputation suggests? Well, it seems you can judge for yourself now: Nor is it shocking that this also applies to vendors, consultants or anyone else who does business with Cupertino. In fact, mandates like this are pretty common in tech circles. In other words, it seems kind of preachy, no? Have a peep below and let me know what your take is. Whether or not you as an Apple employee choose to create or participate in a blog, wiki, online social network or any other form of online publishing or discussion is your own choice. In general, what you do on your own time is your business. This applies whether you engage in these activities in or outside of work, and whether or not you identify yourself as an Apple employee. If you choose to participate in these types of online activities it is important that you understand what is recommended, expected and required, whether at work or on your own time. Accordingly, we have developed the following guidelines for you to follow when posting to a blog or some other form of social media like Facebook, MySpace, Twitter or LinkedIn. Be thoughtful about how you present yourself in online social networks. The lines between public and private, and personal and professional are blurred in online social networks. You should ensure that content associated with you is consistent with Apple policies. Respect your audience and your coworkers. Remember that Apple is a global organization whose employees and customers reflect a diverse set of customs, values and points of view. This includes not only the obvious no ethnic slurs, personal insults, obscenity, etc. Respect the privacy of your coworkers. Blogs, wikis, social networks and other tools should not be used for internal communications among fellow employees. Do not discuss your co-workers without their permission, and ask permission before posting their picture. Respect the privacy of our customers. It is a priority that we respect the privacy of our customers. Do not use or discuss any information regarding customers for any purpose. This includes contacting customers for social reasons or soliciting outside business. When Apple wishes to communicate publicly as a company it has well established means to do so. Only those individuals officially designated by Apple have the authority to speak on behalf of the company. If you identify yourself as an Apple employee, however, people may confuse your opinions with those of the company. In order to avoid this problem you must make clear that you are writing for yourself and on your own behalf, and not for Apple. At a minimum, we strongly recommend that you include a disclaimer similar to the following: As an Apple employee you have an obligation to protect the confidential, proprietary and trade secret information of the company. Also, do not post pictures of the inside of the Apple Store "including the back of house" as those are not generally made public. Finally, do not post or disclose the contents of any Apple policy. These documents are intended for the use of Apple employees, and not for public distribution. Respect copyright, fair use laws. For example, this means you should not be using Apple logos or images for your own personal use. Also, you may not copy, digitize, alter or distribute any part of a copyrighted work without first obtaining written permission from the copyright owner. Your Apple email address has been given to you for use at work. Therefore you should not use your Apple email address on your personal blog or when posting on social network sites. You have been given a free. Please use that email or another personal email address for those types of communications. In sum, use your best judgment. Remember there may be consequences to what you post or publish online including discipline if you engage in conduct that Apple deems inappropriate or violates any Apple policies. Confidential, Proprietary, and Trade Secret Information: Apple recognizes that its confidential, proprietary, and trade secret information and that of third parties constitute our competitive advantage in the marketplace. Apple takes steps to protect its own confidential information and respects the confidential information of others. As a result, Apple expects all employees to take responsibility for protecting these sources of confidential information. Apple identifies, classifies, and protects all of its valuable business information from intentional or inadvertent disclosure, loss, modification, destruction, and copying. You may not disclose Apple confidential information to an outside

party unless a written agreement or license has been previously signed and approved by the division vice president. Likewise, Apple respects the confidential information of others. You may not use or disclose any such third-party information unless you are authorized by the third party to do so and until you have signed a confidentiality agreement with Apple. Examples of Apple confidential information include, but are not limited to the following: This includes but is not limited to theater presentations, store openings, posting schedules or other store events. As an Apple employee, you are often the first on the block to see and touch new Apple products. While you may create personal websites, you may not display photographs, articles, or commentary about Apple products, services, or initiatives. Posting Messages on Mac-Related Websites: As an Apple employee, you represent the Apple brand. While you are free to view any website on your own time, you may not post messages or commentary on Mac and Apple-related websites, whether you identify yourself as an Apple employee or not. Refrain from speculating on anything Apple has not officially announced, even if a customer presses you for a personal opinion or indicates an interest in making a substantial purchase. Be cautious of conversations with other employees on the salesfloor. Customers often overhear these conversations which can lead to misinformation. Do not confirm or deny any information, even if customers pressure you by saying they are about to make or influence a substantial purchase or refer to non-Apple websites as sources of information. Refer to the following speaking points: Apple does not comment on rumors about decisions, products, programs, or promotions that have not been officially announced by Apple. By withholding comment, Apple hopes to protect customers from making decisions based on information that is incomplete, inaccurate, or subject to change before the formal announcement. Apple believes this is the best way to ensure that all customers are treated fairly. In addition to the above, speculating on rumors with internal Apple colleagues is strictly prohibited. Apple conducts business ethically, honestly, and in full compliance with all laws and regulations. This applies to every business decision in every area of the company worldwide. Demonstrate honesty and high ethical standards in all business dealings. Treat customers, suppliers, employees, and others with respect and courtesy. Conduct business in a way that benefits the communities in which we operate. Ensure that business decisions comply with all applicable laws and regulations. Making the Right Decisions: When facing a tough decision: When in doubt about how to proceed, discuss pending decisions with your Store Leader, your Human Resources representative, or the Legal Department. If you need more support, contact the Business Conduct Helpline. Apple retains the right to discipline up to and including termination of employment or end working relationships with those who do not comply. Apple Retail may have policies that supplement what is communicated in this link for our employees.

Chapter 2 : Apple Store Handbook on the App Store

Well, it seems you can judge for yourself now: A section of Apple's employee handbook, "Apple Retail Blogging and Online Social Media Guidelines," has hit the wild, ready to satisfy your.

Sales and Refund Policy Thanks for shopping at Apple. We appreciate the fact that you like to buy the cool stuff we build. As with any shopping experience, there are terms and conditions that apply to transactions at an Apple Store.

Standard Return Policy We fundamentally believe you will be thrilled with the products you purchase from the Apple Store. We understand, however, that sometimes a product may not be what you expected it to be. In addition, please note the following: Products can be returned only in the country or region in which they were originally purchased. The following products are not eligible for return: Should you wish to return ten or more of the same product, you must return to the Apple Store where originally purchased. In the case of items returned with a gift receipt, Apple will offer you an Apple Gift Card. Opened software cannot be returned if it contained a seal with the software license on the outside of the package and you could read the software license before opening its packaging. As an exception, you may return Apple-branded software if you do not agree to the licensing terms; however, you may not retain or otherwise use any copies of returned software. Apple provides security features to enable you to protect your product in case of loss or theft. Returning your iPhone, iPad or Watch may not automatically cancel or reset your wireless account; you are responsible for your wireless service agreement and for any applicable fees associated with your wireless account. Please contact your wireless service provider for more information.

Additional Apple Product Terms The purchase and use of Apple products are subject to additional terms and conditions found at <https://www.apple.com/legal/privacy/>: Making unauthorized modifications to the software on an iPhone violates the iPhone software license agreement. The common term for modifying an iPhone is jail-breaking, with a particular emphasis on the second part of that term. Should you be unable to use your iPhone due to an unauthorized software modification, its repair will not be covered under the warranty. In the event you have been charged more than the posted price for a product in an Apple Retail Store, please see a Manager for a refund of the overcharge. Should Apple reduce its price on any Apple-branded product within 14 calendar days from the date you receive your product, feel free to visit an Apple Retail Store or contact the Apple Contact Center at <https://www.apple.com/contact/> to request a refund or credit of the difference between the price you were charged and the current selling price. To receive the refund or credit you must contact Apple within 14 calendar days of the price change. Please note that this excludes limited-time price reductions, such as those that occur during special sales events, such as Black Friday or Cyber Monday. Price protection is only available for up to 10 units of a particular product. Additionally, we may require that you have the product with you or otherwise have proof of possession when requesting price protection. Prices shown are in U.S. dollars. Apple may also require additional qualifying information prior to accepting or processing any order. The Apple Store reserves the right at any time after receiving your order to accept or decline your order for any reason. We will, however, work with you to ensure a smooth delivery. Title in the product shall pass to you when the product is picked up by the carrier from our warehouse. At this point, you will receive the Shipment Notification Email. If there are any issues with delivery, please contact Apple to resolve. Certain products and payment methods, however, may not qualify for in-store pickup. Only you or the person designated by you may pick up the item purchased. A government-issued photo ID and order number will be required for pickup. Apple will notify you when your order is ready and the date by which you need to pick up your items. Please click [here](#) Opens in a new window for complete details about in-store pickup.

Pickup Contact If you select in-store pickup, you may designate a third party to pick up your order. You must provide the name and email address of the third party. Please note that certain products and payment methods are not eligible for in-store pickup by a third party. The third party will need to bring a government issued photo ID and order number for pickup. Apple is not responsible for actions taken by the third party once your item s have been picked up.

Consumers Only The Apple Store sells and ships products to end-user customers only, and we reserve the right to refuse or cancel your order if we suspect you are purchasing products for resale. To purchase Apple products online from outside of the U.S., Apple reserves the right to change quantities

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available for purchase at any time, even after you place an order. Furthermore, there may be occasions when Apple confirms your order but subsequently learns that it cannot supply the ordered product. In the event we cannot supply a product you ordered, Apple will cancel the order and refund your purchase price in full. Close We thought so. We do have some similar information to share with you.

Chapter 3 : Apple Stores' Secret Sauce Spilled

Apple Store Employee Handbook Pdf - racedaydvl.com Posted on Nov P benefits and perks some of which are listed below working at apple can apple employee handbook pdf aug 28 the genius training student workbook is.

Chapter 4 : Apple's Secret Employee Training Manual Revealed

Apple Store employees are trained from day one to do what they have to do to make you happy. According to Apple, "Our stores are a happy place to shop, learn, create, and get help."

Chapter 5 : ĆHandbook on the App Store

Former Apple store employees scoffed at the 'Fearless Feedback' section, saying it's proof that the company is trying to train its sales force to behave like empathetic robots. 'Fearless Feedback.'

Chapter 6 : Policies - Shopping Help - Apple

Download Wisp Handbook and enjoy it on your iPhone, iPad, and iPod touch. ĆWISP is a HR solution which helps teams to create an employee app in 15 minutes or less. It helps managers with onboarding new hires quickly and increases employee engagement.

Chapter 7 : Question Remains: Should Apple Workers Be Paid for Security Screening Time? - HRWatchdog

Apple may provide or recommend responses as a possible solution based on the information provided; every potential issue may involve several factors not detailed in the conversations captured in an electronic forum and Apple can therefore provide no guarantee as to the efficacy of any proposed solutions on the community forums.

Chapter 8 : Apple Employee Discounts - Human Resources - Boston College

Apple has many benefits for its employees both traditional and non-traditional. Here is a sample of these benefits while not all inclusive. Traditional benefits include: 1.

Chapter 9 : Thoughts on Apple Store dress code policies? | MacRumors Forums

The secret's out. Apple's confidential employee training manual has been revealed to the masses. The latest Genius Training Student Workbook for Apple sales staff landed in the hands of Gizmodo.