

FAQ

1. How do Event Charges work?

- a. Cutco pays for our events ahead of time, communicating with myself as well as the promoter of the event, based on the price that they are charging us. These charges are then later transferred after the event to whoever the rep was that worked that event. You may have your charges to your account from the cost of working that event done all at once one of the weeks after the event or in up to 6-7 installments to pay for your show costs. The default is to do installments.
- b. Charges sent in to be applied to reps will not be adjusted unless it is coordinator error. Even then sometimes Olean will not accept it, especially after the 1st charge.
- c. You do not have to pay anything out of pocket. It is done in the back end

2. What do I bring to the event?

- a. Check the website under Booth Storage info :)

3. When do I show up to my event and when do I leave??

- a. Google the event :)

4. What do I wear to my event?

- a. Better question is what NOT to wear.
 - i. Graphic T-shirts
 - ii. Swim trunks/Bathing Suits
 - iii. Tank-Tops
 - iv. Ripped Jeans/Shorts
- b. You are representing a high class product - be smart on what you choose to wear.

5. What do I do if a customer does NOT want to work with their current representative?

- a. Hold the order and bring it to the coordinator's attention.

6. If I need someone to cover my shift, what are my steps to make sure its officially covered?

- a. You MUST send an email to the ADMIN COORDINATOR requesting the shift change and you must CC the individual who is covering your shift.
 - i. nathaniel.cchua19@gmail.com
 - ii. CC: rsdcoordinator2@gmail.com

7. How do I transfer an order?

- a. You must email oleandp@cutco.com
- b. Input the Order number being transferred, the representative's name and rep number of who it's being transferred to.

8. What are the consequences if I do not show to an event?

- a. Immediate removal from the team with a \$300 fine

9. How can I get a shift covered?

- a. Go post on group me and individually text reps who do not have a shift that weekend.

10. Can I make up a team meeting?

- a. No.

11. What happens if I no show a team meeting?

- a. I will consider you no longer a part of the events team and you forfeit all your shifts if you picked a shift.

12. What are overages?

- A. Overages are a small, capped fee (maximum of 3 shifts per event) that help cover the essential operational costs of running the Events Team across all shows and marketplaces. They're not random charges—they're what allow the team to function at the level it does.
 - a. These funds go toward:
 - i. Replacing damaged or aging booths (especially at venues like Mesa Marketplace)
 - ii. Backdrops, table gear, signage, and materials
 - iii. Storm damage repairs (which are common in outdoor events)
 - iv. Shared team supplies (order forms, service request forms, deal pads)
 - v. Occasional team meals and support during long events
 - vi. Preseason equipment prep and storage unit costs

Every rep—regardless of role or seniority—contributes. Coordinators and top reps also pay overages, even if they don't directly benefit from things like Mesa booths or community setups. That's because these fees support the infrastructure the entire team relies on.

Participation in the Events Team is optional—but being part of a multi-million dollar program comes with shared responsibilities. Overages are simply the cost of keeping a high-performing, well-run machine operating smoothly for everyone.