



Fitting Manual - Level A

April 2026

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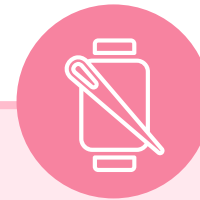
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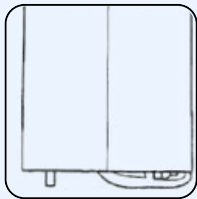
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Pant Hem Lengths



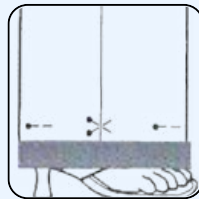
PANTS

Long



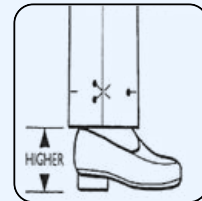
To be worn with wide leg pants

Medium



To be worn with flares or boot cut

Short



To be worn with narrow legs/skinny

Note

Try to avoid a large break in the front unless the customer specifically asks for it.



Pinning Pant Hems

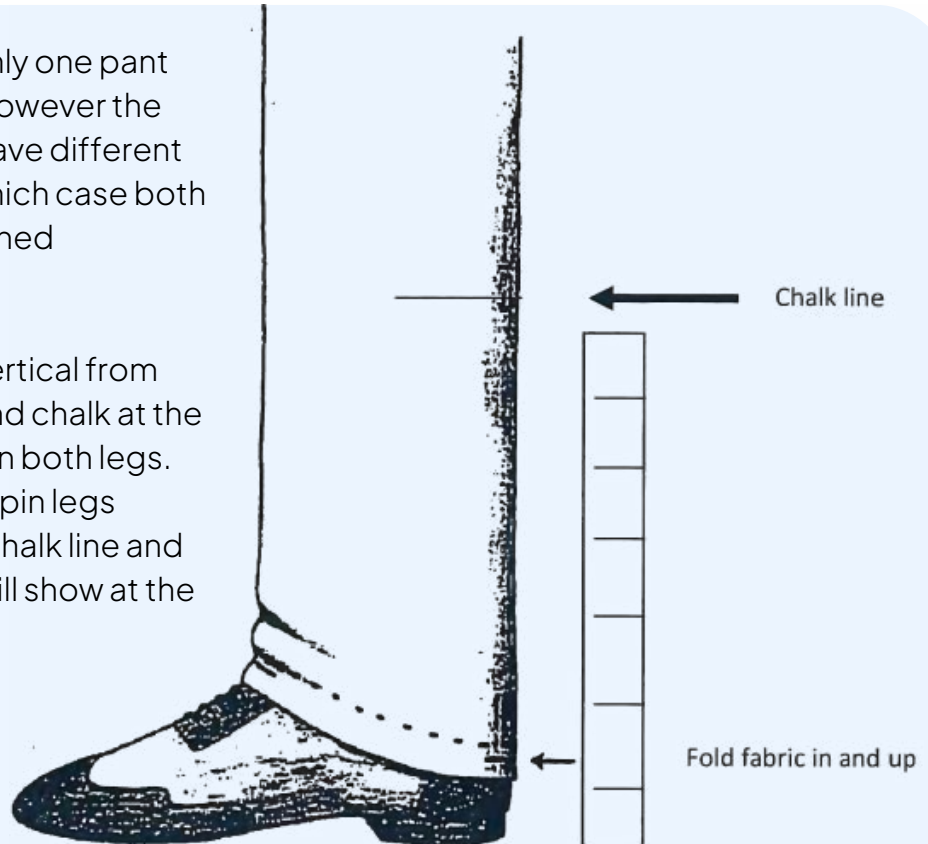


PANTS

1

The pinning of only one pant leg is required, however the customer may have different length legs, in which case both legs must be pinned individually.

Place the ruler vertical from the ground up and chalk at the top of the ruler on both legs. When prepping, pin legs together at the chalk line and the difference will show at the bottom.



The Break:

Front length may be slightly shorter than the back length (no more than $\frac{1}{2}$ inch), but never longer.

Pin the same way for plain hem, jean hem, eurohem, and cuffs.

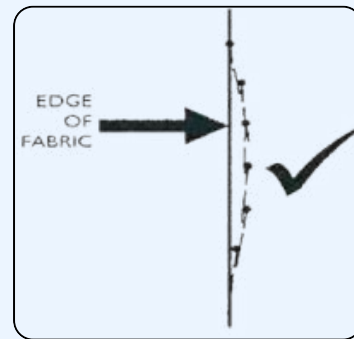
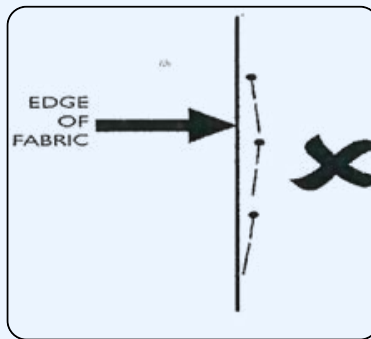
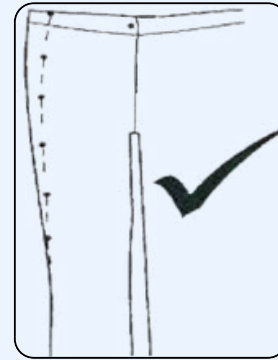
Fit Tip: If possible, proper shoes should be worn for the pinning process.

Remember: Customer should stand straight and pants should be in proper spot on waist.

2

Proper pinning techniques:

- Always pin in a straight line. Remember this is the line that the seamstress will sew.
- Always start and end at a seam. It should be a smooth transition- not too abrupt.



Types of Pant Waists



PANTS

Men's Dress Pants



Note the seam down the centre of the waistband.

Ladies Dress Pants



Note the solid waistband (no seam down the centre)

Denim Jeans



Note the solid waistband and top stitching.

Ladies Elastic Band



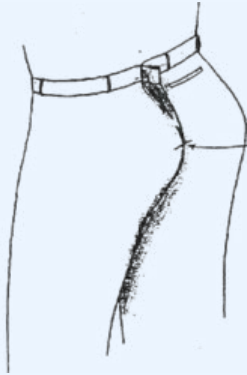
Note the top stitching.
Take waist measurement (if replacing elastic)

Pinning Pant Waist/ Crotch



PANTS

Taking in Waist to Crotch



Pinch at waist and pin as far as comfortable.

Taking in Waist



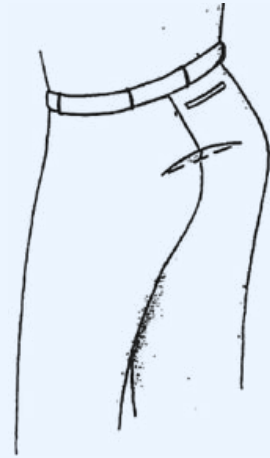
Put a horizontal pin where taking in should end.

Note: There is a price difference for solid waistband vs. men's dress pants.

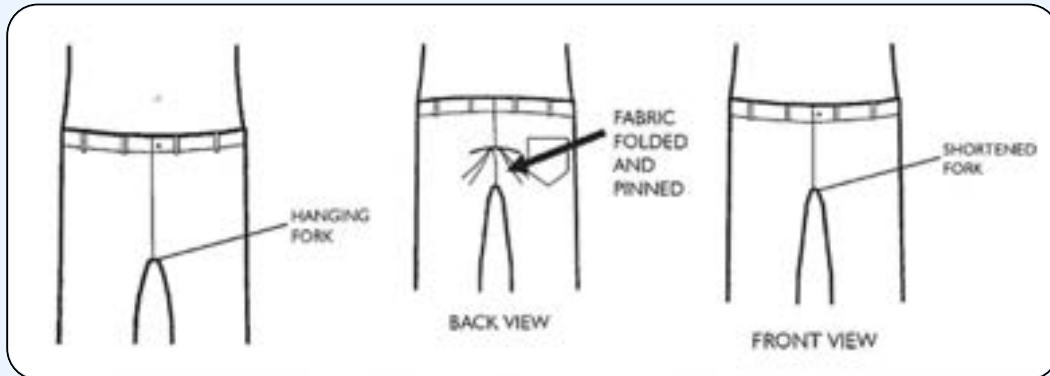
Fit Tip: For ladies jeans it is better to put darts above the pockets. You will pin the same. Alert the customer to the difference in appearance.

Shorten, Rise or Take in Crotch

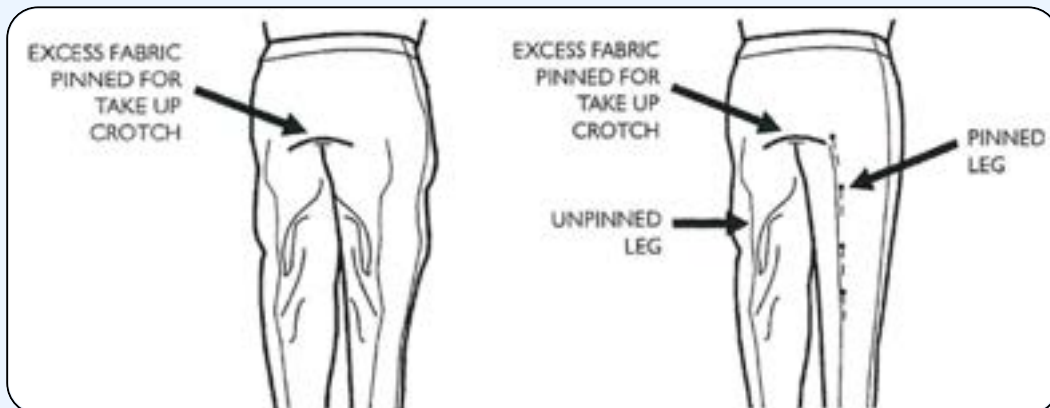
- Take in at Seat as pinned until customer is comfortable.
- This amount will actually be taken in at the crotch.
- Make sure there is enough room in the thighs, as there will be some material taken out.



If it looks like this, just shorten rise:



If it looks like this, then shorten rise + take in hip:



Pinning Pant Sides/Tapering



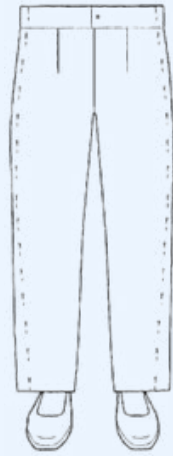
PANTS

Taking in Sides

Waist to Hips



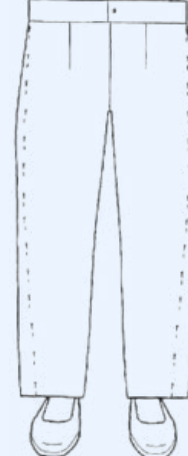
Waist to Hem



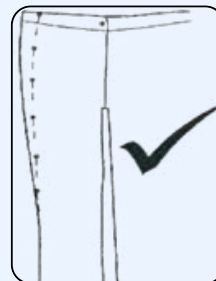
Hips



Hips to Hem



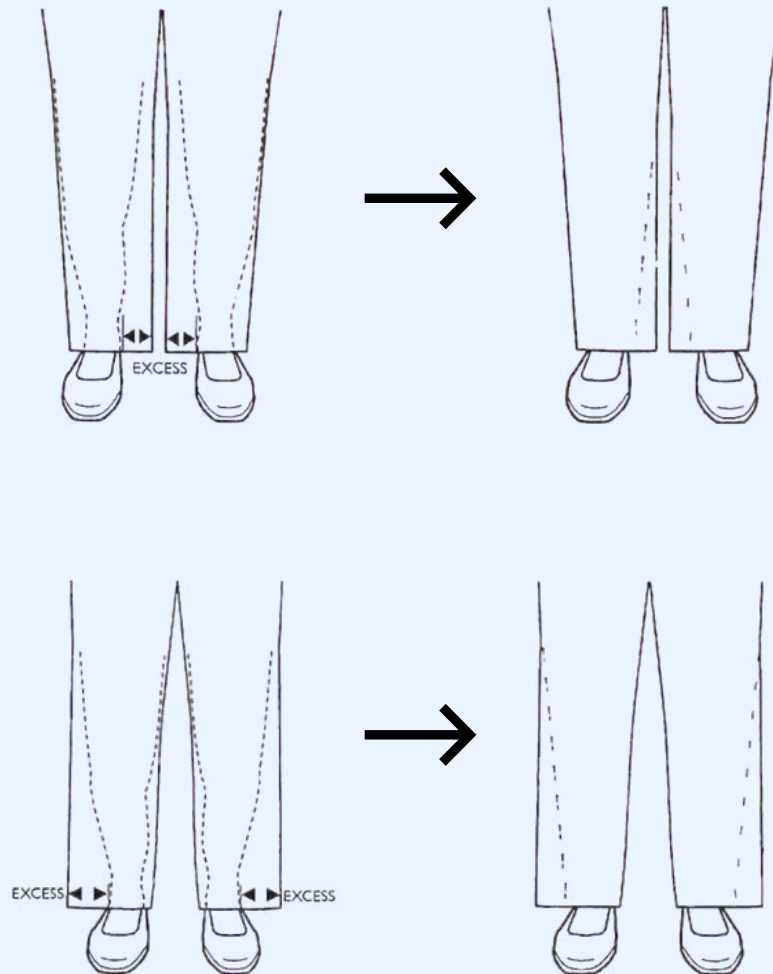
Proper Pinning Technique:



Note: If taking in side with pockets, please alert customers that the size of the pocket opening may shrink. Or you can close the pocket.

Taper Legs

- If tapering pant from knee down, specify the desired width of the bottom in the memo section on alteration tag.
- If pants need to be tapered more than 1½ inch then you must taper from both seams.
- The price of tapering a leg with a plain hem includes the cost of the hem.
- Do not charge for shortening on top of the tapering.

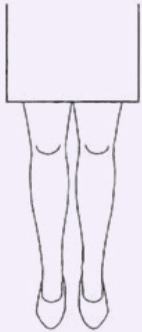


Skirt Lengths

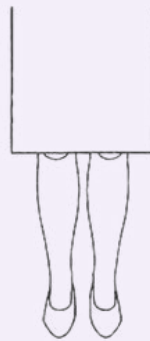


SKIRTS

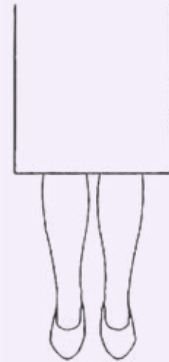
Above the Knee



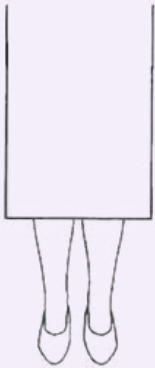
At the Knee



Below the Knee



Mid-Calf



Above the Ankle



Ankle



Formal

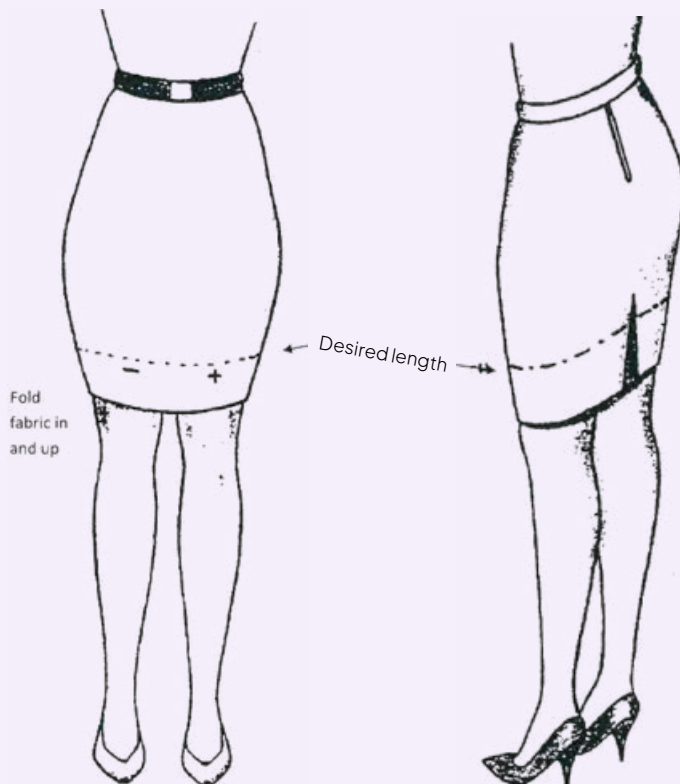


Pinning Skirt Hems



SKIRTS

Shortening A-Line Skirt

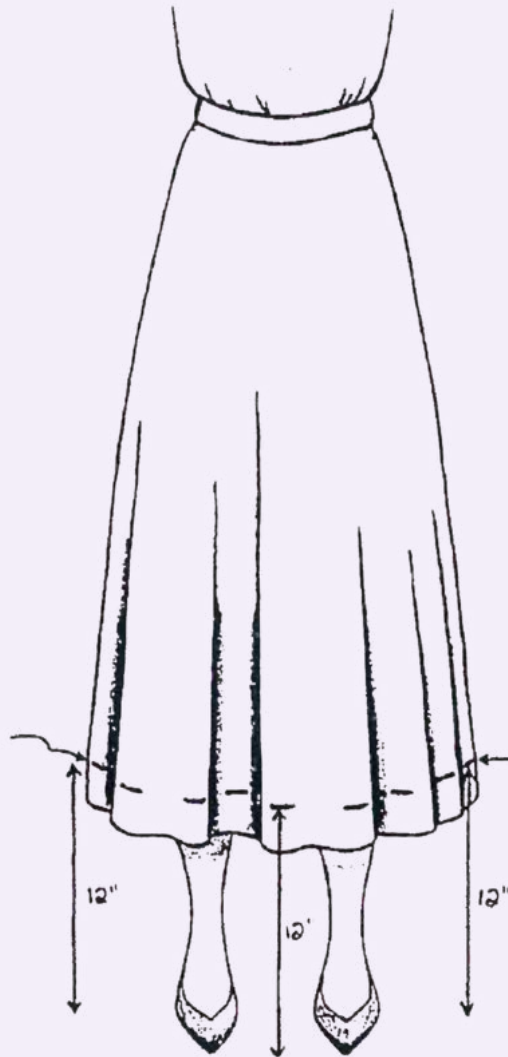


Note: Additional cost for vent in skirt.

- If there are pleats or a slit in the back, ensure that the new length allows for the pleats to be long enough so that the style of the skirt is not disturbed.
- Slits should be approximately 3"
- Don't forget to write if the slit should be moved up or closed on the alteration tag.
- Pleats cannot be replaced.

Shortening Flared Skirt

- Using the “puffer,” measure chalk to desired length and “puff” all the way around the skirt.
- Make sure the skirt is sitting correctly on the person’s waist.



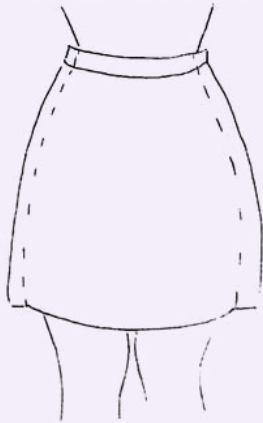
Types of Skirt

Tapering/Take-Ins

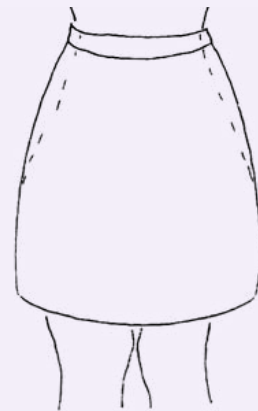


SKIRTS

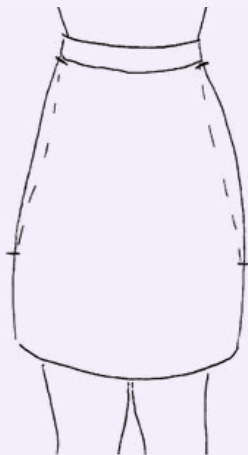
Waist to Hem



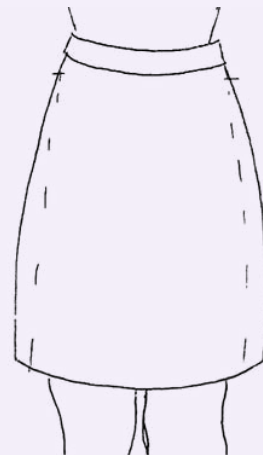
Waist to Hips



Hips



Hips to Hem



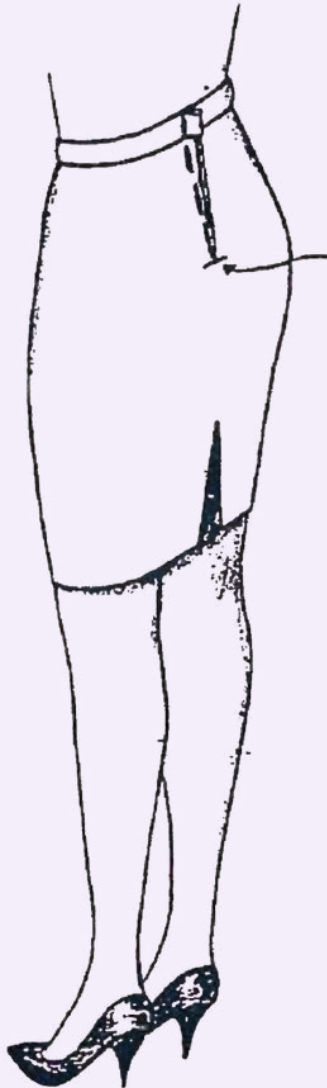
Note: Additional cost for lining/pockets

Pinning Skirt Waist/Sides



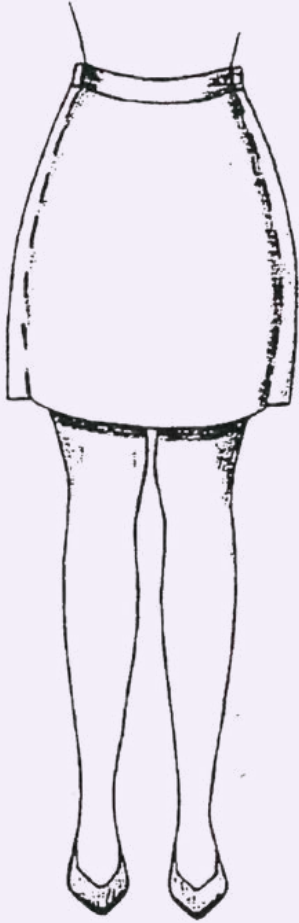
SKIRTS

1



- Put a horizontal pin where taking in should end
- Extend pins as far as possible to prevent puckering where zipper ends.
- After you have the proper fit, put pins/chalk marks on either side of marks to allow the customer to open the zipper and take off the skirt.

2



- If waist does not need to be taken in, put a horizontal pin where tapering should begin.
- Make sure the taper starts at zero.

Note: If you are taking in the sides all the way through the waist, it is a different price than if you start below the waistband.

- If the skirt has pockets, try taking it in from the back seam even if there is a zipper, but only if the side seams will not be distorted.

Note: If the side seams are distorted, then the skirt must be taken in from both sides at a higher cost for replacing the pockets.

- If necessary, consult the customer for closure of the seam pockets.

Types of Jacket Sleeves



Buttons

Please note that on the left jacket there are button holes that cannot be replaced. Price varies for sleeves with vents/open button holes.



Details

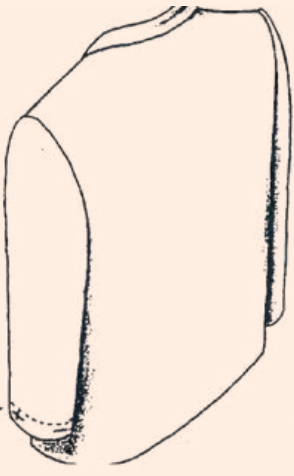
Details include extra trim, zippers, snaps, cuffs, bands, etc.



No Details

Note: Price will vary for lined/unlined jackets.

Pinning Sleeves



Jacket Sleeves

You only need to pin one sleeve (unless the customer has different size arms)

Details to look for:

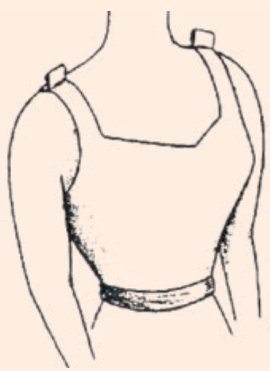
- **Button holes:** Ensure that we can move buttons up. If the holes are cut, we must find appropriate length to shorten sleeves in between holes.
- **Slit length:** If slit will be too short, look inside for extra fabric on seam, if there is extra fabric we can move slit up.
- Slits can be moved up but vents usually cannot.



Blouse Sleeves & Straps

You only need to pin one sleeve (unless the customer has different size arms)

- Pin straps if armhole is too big or dress is too long.
- Confirm with the customer that the armholes are comfortable after the straps are pinned.
- If the straps are not cut on a straight line, pin where back of straps meet back of dress.
- Ensure that there is no puckering at the front.



Note: Beading and decorative detailing may be an extra charge.

Prepping Alterations (Rack)



PROCESS

Prepping is our term for preparing the work. While you may be busy with customers and sales duties for a significant portion of your time, your job also involves helping with the production.

Working together as a TEAM by MULTI-TASKING, the customer service associate is able to prep (prepare the work) for the seamstress in order for more efficiency in the backroom which ultimately ensures a higher magic number for the store.

- 1 Prep the first item on the rack (check time to ensure that it is for the first pickup time).
- 2 Carefully read the invoice and ensure you understand what has to be done and that it is correct (**read twice, cut once**).
- 3 If there is more than one item, count and checkmark all items listed on invoice, measure accordingly.
- 4 Double check with the seamstress if they want to prep a certain alteration. Prep the item by following invoice specifications or by pinning.
- 5 Pin excess material to garment as customer may request or discard any scraps (upon manager approval).
- 6 Hang the prepped garment back on the hanger.
- 7 Place hanger to the appropriate time donut.

Guidelines for Hem Allowance

All hems MUST be professional and reflect a true manufacturer finish.

Jean Hem

- 1 to 1¼ inches

Polo Hem

- 1½ to 2 inches

Plain Hem (Ladies)

- 1½ inches

Euro Hems

Cut on finished length (see manager for specifics)

Plain Hem (Mens)

- 2¼ inches

Cuffs (Mens)

- 1¼ inches x 3

Jacket Sleeves (Lined)

- 2 inches

Before Sewing



PROCESS

Before the garment is sewn, a certain process must be followed. See your manager for specific details.

1 Choose the first alteration on the rack in order of time and urgency. **No cherry picking** (do not pick alterations out of sequence).

2 Always ask for help from your manager if unsure.

3 Before starting the alteration, **read the invoice carefully.**

4 Check off the items on the invoice which correspond with the garments, if there is a discrepancy such as undercharges or missing prices, please use the OOPS! Card or Reminder card as a training aid.



OOPS! Card



Reminder Card

5 Always keep the invoice with the specific garment either by pinning it to the garment or kept together on the hanger with the items.

6 Complete the alteration.

After Sewing



PROCESS

After Sewing

- 1 Scan the barcode on the top of the invoice and sign or initial your invoice. See scanner instructions.
- 2 The invoice **MUST** be kept in the ziploc bag to prevent tearing or losing the invoice.
- 3 Double check that all your work stated on the invoice was completed.
- 4 Do quality checks of your sewing to ensure a professional finish, threads clipped, labels back on, and reinforce any loose buttons even if they weren't charged on the invoice. Make a note so that the customer will know you took the time and extra care for them.

Pressing the Garment

- 5 Press the areas that were altered and steam out any significant wrinkles.
- 6 Use a lint brush if the garment is dusty to enhance the garment presentation.
- 7 Hang garment. Hang dress pants neatly, making sure creases are folded on original crease lines. Skirts **MUST** be hung vertically (pinned to the hanger at the waist).

Bagging the Garment

8 Dress pants, skirts, or evening gowns: Take the garment to the bagger to place the plastic wrap over the garment (use appropriately sized bags).

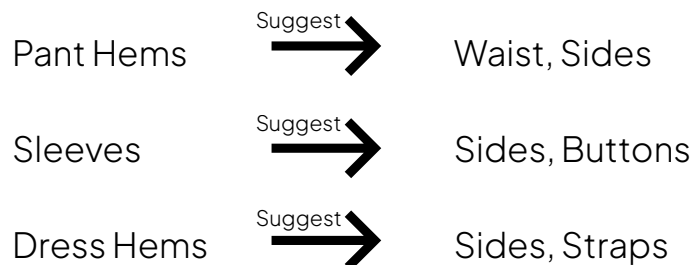
Jeans, casual pants, and knits: Place in hand bag or reusable Stitch It bag (if purchased by customer).

9 Make sure that the invoice is in the ziploc bag and placed on the hanger with the garment it belongs to.

10 Go to the completion rack which is alphabetized and hang the item using the customer's last name to file it correctly.

Enhancing Customer Experience & Increasing Sales

The customer should get the full experience when they walk into the store for an alteration. By using your knowledge in fittings, trading up alterations from “jean hem” to “Euro hem,” or selling the accompanying product, you are building on each sale. For example:













Training Checklist



Name:

Training Start Date:

Training Completion Date:

Service	Shadowed With (Name): _____	Shadow Date: _____	Practice Date: _____
Pant Hem 			
Pant waist 			
Pant Sides 			
Pant taper 			
Pant Rise 			
Skirt/Dress Hem 			
Skirt/Dress Sides or Waist 			
Skirt/Dress Darts & Other Seams 			
Dress/Blouse Shoulder & Straps 			
Jacket Sleeves 			

Every effort should be made to complete this training prior to 3-month probationary review.