

EXPECTATIONS CHECKLIST V2

IT'S ALL ABOUT THE PAK MAIL RETAIL ASSOCIATES!

_____, you are one of the three candidates that I am seriously considering for this position.

As the owner of this business, it is my responsibility to do all I can to create and maintain an enjoyable workplace environment. One of which we all feel good about being a significant part.

In so doing, I believe it's important for both of us to make every effort at the onset to reach the best possible decision partly by minimizing, if not totally eliminating, any potential misunderstandings that may eventually lead to disappointments.

For the next few minutes, I'd like us both to talk about and review some of the key expectations we may have of each other if we work together. I will start by touching on some of the key areas, but please feel free to also raise any areas of importance to you that I may have missed.

Please tell me if I have not clearly stated our expectations in the following areas (**elaborate on each point**):

- The unparalleled level of customer service extended to every customer.
- Internal Communications (Clear, honest and timely).
- Maintaining a pleasant, welcoming environment.
- Accountability for all transactions.
- Mutual dependability.
- Maintaining a professional, clean and tidy workplace.
- Dealing with downtimes.
- Respecting confidential information.
- Dealing with all our vendors in a respectful manner.
- The use and care of company equipment.
- Other (Substitute for additional expectations specific to your needs).
- Responsibilities and tasks (not the "how" at this stage, rather the "what").
- Your hours.
- Dress code.
- Telephone answering.
- Your remuneration.
- Other (Substitute for additional areas specific to the position).

Are there any other areas that you would like to address, or clarify and which I may have missed?

Thank you for your time and your interest. I will let you know of our decision within the next few days.