

EXPECTATIONS CHECKLIST

IT'S ALL ABOUT THE PAK MAIL RETAIL ASSOCIATES!

Now that you have accepted the position of _____ at our Pak Mail business, it's important that we conduct a brief review of the key expectations we have of you in that capacity.

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

In so doing, I believe it's important to make every effort at the onset to minimize, if not eliminate, any potential misunderstandings that may eventually lead to disappointments.

Please tell me if I have not clearly stated our expectations in the following areas:

- 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).

Please tell me if you have any questions about the following:

- Responsibilities and tasks (not the "how" at this stage, rather the "what").
- Your hours.
- Your remuneration.
- Payroll dates.
- Dress code.
- Telephone answering.
- Other (Substitute for additional areas specific to the position).