

FRANCHISE-PARTNER NOTES TO HIRING FOLDER

Please review these notes to the “Hiring Folder” before embarking on a hiring process for store staff. The notes will help you better understand the use and rationale of the files contained within the folder and assist you in developing a thought-out process that will take a lot of the guess work out of hiring store staff; making your life a little bit easier.

It’s important that you think of hiring as a process which, when followed closely, will enable you to select the best possible candidate from those available thereby reducing costly turnover.

Be sure to check Provincial legislation regarding remuneration, source deductions, overtime, lunch and break stipulations, vacation pay, sick days, etc., in advance.

Only some of the forms will be applicable to each employee you hire. Be sure to determine the correct forms to be used to for the job you are filling. You may also wish to print double-sided.

AD FOR PART-TIME STORE STAFF (PMC_PartRetailAd031214)

This ad has been used successfully for hiring part-time staff. The “Sunshine” theme is one that we believe should be promoted and is based on the “Hiring Sunshine” presentation of a few years ago, at the Pak Mail convention in the U.S.

Hiring a friendly, genuinely pleasant individual who cares about extending the Pak Mail Customer Experience to every customer that comes into your store, is not something that will become outdated anytime soon.

Be sure to modify the ad to suit your own specific needs, but keep it brief.

We strongly recommend that you request the submission of a resume, rather than phone calls, in order to help make this process as efficient as possible and enable you to conduct a preliminary pre-screening; to name but a few of the advantages.

AD FOR FULL-TIME OR STORE MANAGER (F/T_StoreManager_Ad031214)

This ad has also been used successfully. It can easily be modified to suit your needs in your search for either a Store Manager, or a Full-Time individual with no managerial responsibilities.

Some of the comments under the Part-Time ad above, also apply to the use of this ad. The request for a cover letter (or note) plays a more significant role in this ad however, since it’s for a full-time or store manager’s position, than it does in the ad for a part-time position.

We recommend that anyone submitting their resume without following the request for a cover letter, be disqualified from further consideration, or be put at the bottom of the list of resumes to contact. To not fully follow your instructions requesting a cover letter, when someone is looking for work, is a clear indication of either not reading the ad carefully, or simply dismissing your instructions out of hand; both of which are an indication of future miscommunications.

JOB APPLICANT (MANAGEMENT) INTERVIEW – FACE TO FACE (PMC_StaffInter083012)

This is probably the most critical tool in your hiring process. Be sure to thoroughly understand its use (specific instructions can be found on the interview sheets) and familiarize yourself with its contents prior to your first interview.

The questionnaire has been designed so that it can be easily modified for use with either management or non-management positions, but is intended to be used for full-time staff interviews.

If followed closely, it will help you gain a relatively good insight of the candidate and identify some of their strengths and weaknesses. It will also provide you with a reference point for the individuals you hire, that you can use not only in dealing with problems that may arise after hiring, but also for performance reviews.

The questions included in this interview have been carefully selected, as has the order in which they are posed. Deviating too far from its current form, will only weaken the advantages inherent in this particular tool.

JOB APPLICANT (CLERICAL/PT) INTERVIEW – FACE TO FACE (PMC_PT-JRStaffInter011713)

The interview questionnaire for part-time staff is a condensed version of the interview for full-time employees, but equally as effective.

This questionnaire has been compiled with store staff in mind, not necessarily someone doing deliveries for you or working in your warehouse although one could make a strong case for such use.

Do not underestimate the value of a professionally-conducted interview, even for part-time staff. If nothing else, it sets the tone for the kind of professional environment you expect will be maintained and respected in your business. Remember that store staff, part-time or full-time, will form part of the image you want to project and, in most cases, will have some interaction with customers. You do not get a second chance to make a good first impression with a customer!

NEW EMPLOYEE PERSONNEL FORM (PMC_Personnel090312)

The personnel form is a hard copy record of anyone you hire, regardless of their position and serves many purposes including emergency contact information that you require to have on file.

It's self-explanatory and does not require much of an explanation. However, it's critical to note its importance for the information it contains such as emergency contact, as well as that of possession of store keys where applicable.

Where it concerns an employee having keys to the premises, regardless of position, it's imperative that you implement the following:

- Note the keys and the number of the keys (if one is engraved) on the "Personnel Form".

- Have the employee initial the form next to the “Keys to Premises” question, in addition to their signature that’s required elsewhere on the form.
- Establish a pay period that ends at least one (1) week before their first payday.

i.e. John started working for you on May 1st.

Your payroll is done bi-weekly (strongly recommended that payroll is no more frequent than bi-weekly). Your paydays are Monday May 5th, Monday May 19th, etc. Your pay periods end on Saturday April 26th, Saturday May 10th, etc.

Monday May 5th is a pay day, but John does not get a paycheck since his start date fell outside the pay period cut-off date.

On Monday May 19th John (assuming he did not work weekends) will receive his first pay, which will be for the seven days he worked from May 1st to May 10th.

His second pay on June 2nd will cover the pay period of May 11th through to May 24th and John will receive pay for a full two weeks.

Establishing your pay periods as in the example above will ensure that there is always one week of pay in arrears (or held back as some companies refer to it) at any given payday, which puts you into a better position to secure a reasonable notice (no guarantees of course) should the employee decide to quit and, more importantly, to ensure that all company materials and particularly store keys are returned in a timely fashion.

It may sound like a bit over the top, especially where it concerns a part-time employee, but it’s necessary if you want to minimize the risk of an employee simply no longer showing up for work unexpectedly and to eliminate the risk of having to re-key your door locks.

EMPLOYEE NON-DISCLOSURE AGREEMENT (PMC_EmployeeNonDisc070213)

The non-disclosure agreement is a must for all employees, in order to protect your business and the Pak Mail system at large. Given the nature of the jobs in a typical Pak Mail store, it has been simplified and condensed to a one-page document.

It should be explained to the new employee and it should be signed in duplicate with one copy for the employee and one for your files. You should also make them aware, when the job is being offered, that there is a requirement for them to sign a Non-Disclosure agreement.

If the new employee has any concerns, address them clearly. Do not shy away from them. In the unlikely event that the employee is still concerned, ask him/her a simple question: “John, is it your intention to use any of the proprietary information listed in the agreement for any reason disallowed under that agreement”? If the answer is “No”, then John has nothing to worry about. If the answer is anything other than “No”, you should rethink your hiring decision.

PART-TIME/FULL-TIME RETAIL RESPONSIBILITIES (PT/FT_Retail_Responsibilities012414)

This document contains a list and a brief description of all areas of responsibility that may form an employee's job description, in any capacity other than a supervisory role. It is assumed that the franchise-partner will still perform all managerial functions even if a store is staffed with more than one employee.

Also excluded are other managerial responsibilities such as: marketing, banking, bookkeeping, etc., which should probably not come into play until an employee has been with you for a while and has proven capable of performing such functions to the standard that you expect.

You can adapt this document to your own specific needs by deleting, or adding other responsibilities that are not included. However, the first page of the document, which helps set the tone for your expectations in a broad sense, must be included at all times.

STAFF TRAINING SCHEDULE (Staff_Training_Schedule021013)

The training schedule, as in the case of the "Retail Responsibilities" above, does not include managerial tasks and responsibilities.

You may need to adapt the schedule to your own needs and the specific requirements of the position being filled.

Its use will enable you to stay on track and ensure that all the areas where training is required are completed in a timely fashion.

EXPECTATIONS CHECKLIST (Expectations_Checklist012414)

This is the final step before the individual starts working for you. It can be handled any time before they start, right up to just before the start of their first day on the job.

It will help minimize any false expectations, which usually lead to disillusionment and regrets. It is also intended to give you one last opportunity to emphasize the more important expectations you have of the position being filled.

Make the necessary amendments to the list to more accurately reflect your situation and phrase the questions in your own words. Be prepared to fully address any follow-up questions that arise.

A slightly different version of this document is enclosed, which you can actually use as a final screening tool in situations where you have more than one well-qualified candidate for the position and need to make a final selection. A good position to be in as an employer.

Happy hiring!