

## **WHAT IS EXPECTED FROM AN EMPLOYEE**

We depend on your good judgment as a conscientious employee to observe established policies, rules and procedures. To ensure quality customer service, each employee is expected to:

- Read and follow the guidelines established in this Handbook and other company manuals or memos.
- Perform duties as assigned by supervisor. There is no such thing as, "It's not my job." Doing whatever is necessary to meet company and customer needs is everyone's job.
- Always conduct him or herself in a polite, professional manner, treating guests, suppliers, and co-workers courteously and respectfully.
- Dress appropriately for the job as outlined under Dress Code.
- Be on time for meetings and appointments, and deliver work projects by assigned due dates.
- Maintain work areas in a clean and orderly fashion.
- Perform all job duties safely.
- Produce quality work with minimal errors.
- Provide honest and accurate information regarding his or her work history, education, and training. Falsification of employment records (including pre-employment data such as a resume or employment application), time records, expense reports, and other company records may result in corrective action up to and including immediate termination, regardless of length of employment when the falsification is discovered.