

## **Understanding of Expectations**

(Non-Exempt and Exempt)

Welcome to (insert business name)! It is our goal to offer you a great place to work. We expect you to agree to follow certain guidelines to achieve that goal. Please read and initial each of the following points:

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### **CUSTOMER SERVICE**

As a representative of (insert business name) (the "Company"), it is very important that all employees be the best they can be! We are in business for only one reason: to provide a service to our customers. We expect all employees to make service to customers their number one priority. Every customer must be waited on promptly, accurately, and courteously. All of our jobs depend on it! We must listen carefully to all customer complaints, whether we agree with them or not, and do our best to resolve them to the customer's satisfaction. By smiling, greeting, and speaking in a friendly manner to all customers and presenting ourselves in a professional, neat, and clean manner (and in uniform), we can help ensure that customers return to (insert business name). Obviously, we can never do things to annoy customers, such as drinking alcoholic beverages, using non-prescribed drugs while on duty, or smoking in non-designated areas. It is also expected that you take responsibility (with or without specific direction) to keep the store in top-notch condition, such as keeping the shelves stocked and the store clean.

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### **DEPENDABILITY**

Since most stores are open 24 hours, arriving to work as scheduled allows your co-worker to leave on time. You must call your Site Manager or supervisor if you are going to be late or absent before your shift begins. By law, all non-exempt employees must record all time worked. No one is permitted to ask you to work without being paid. If you fail to report to work or contact your supervisor within 72 hours of a scheduled shift, the Company will consider you to have voluntarily resigned. As employees depend on one another, you are expected to complete your work efficiently and timely.

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### **HONESTY/ACCURACY**

You are expected to properly handle all Company money or assets (e.g., lottery tickets, money orders, credit cards, food stamps, etc.), equipment, and property by being honest and careful, such as ringing up all sales and paying for all merchandise taken for personal use. All forms of gambling, including playing the lottery, while on duty are strictly prohibited. All (insert business name) equipment is intended for (insert business name) business only and not personal use. You agree, by your signature below, that any outstanding charges or un-returned property/equipment (uniforms, back belts, etc.) may be deducted from your final paycheck and/or any other monies currently held for you by the Company, such as bonus, 401(k), etc.

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### **SAFETY**

Our goal is to maintain a work place that is clean, safe, and free from hazards to prevent injuries to its employees, customers, and vendors. If you are injured while on the job, it is your responsibility to report the injury within 24 hours. Fighting and/or possessing weapons (guns, knives, clubs, bats, mace/pepper sprays, etc.) is strictly prohibited while on (insert business name) property. This includes persons who have a state-issued license to carry a concealed weapon.

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### **TEAM PLAYER**

The Company expects all of its employees to treat customers, co-workers, supervisors, and vendors with respect. Harassing, intimidating, abusing, or fighting with someone because of his/her race, age, gender, or other reasons is unacceptable behavior and will not be tolerated. If you or someone else is being mistreated, you must let management know through your supervisor or the Company's open-door policy, which encourages you to bring problems to management.

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### **BUSINESS ETHICS**

Certain laws dictate how this (insert business name) must run its business, and as its employee, you will be expected to follow all laws that restrict when or to whom certain items can be sold (such as alcoholic beverages, tobacco products, adult videos, the use of food stamps, etc.). You will be disciplined and/or terminated for making an illegal sale of any restricted item. Also, you must abide by all laws that prohibit discrimination based upon a person's race, gender, national origin, age, religion, disability, or veteran's status. By law, as well as Company policy, you are not permitted to file false claims, such as workers' compensation, unemployment, discrimination (EEOC), wage and hour, etc., against other individuals or Company.

Under certain circumstances, your employment may be affected if it is determined that you have knowingly written bad checks to (insert business name), or if you are convicted of a felony during your employment with the Company, or in the event an earlier undisclosed conviction is discovered (criminal activity, bad check writing, etc.).

There may be instances in which you will be asked to assist during an investigation that is being conducted on behalf of the Company. As an employee, you agree that you will fully cooperate and be truthful when providing whatever facts you know regarding the incident being investigated. Also, you agree that you will keep all information learned or asked during the investigation confidential.

### **RELEASE OF INFORMATION**

There may be times when you are asked to provide confidential information about a current or former employee (home address, telephone number, reason for leaving the Company, etc.) from outside sources, such as governmental agencies and/or attorneys. Under no circumstances are you to give confidential information to anyone; instead, all inquiries for information should be directed to the operator/manager.

If you are approached by anyone from the media, refer the individual to the Site Manager or your supervisor.

### **AT-WILL EMPLOYMENT**

As previously agreed in my application, I understand and acknowledge that I am an at-will employee, which means that no employment contract (actual or implied) has been made between (insert business name) and myself. This means my employment and wages can be terminated with or without cause or notice, at the option of either the Company or myself. Also, I understand that no one has the authority to enter into an employment agreement with me that differs from my at-will status. Any representation to the contrary must be reported immediately to the operator/manager. Failure to report such representation disqualifies me from making any claims that I am not an at-will employee. I further agree to abide by (insert business name) Code of Business Conduct. Additionally, I acknowledge that not all undesirable conduct can be listed in this form, and I understand that other behavior not specifically identified on this form may also be expected of me.

Print Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

DOB \_\_\_\_\_