

EXPECTATIONS OF A VALLEY NURSERY EMPLOYEE

Valley Nursery is a family owned retail garden center, in business since 1971. Our products are plants, garden supplies and gifts. Our survival relies on repeat customers, satisfied with their overall shopping experience. This experience includes inspiration, excellent customer service, quality products and expert advice. We consider our employees to be our most important asset, and these are our expectations:

CUSTOMER SERVICE

Customers of Valley Nursery expect to be treated with prompt, polite, enthusiastic and courteous service, and always with a smile. Our staff must be intuitive, anticipating a customers needs before being asked. You will need to have the ability to be patient when confronted with daily challenges, and to continually educate yourself on our products and procedures. Since there is not one product we carry that a customer absolutely needs, we need to make sure they are treated with respect, so they will be eager to return.

IMAGE

Image is extremely important to us. Our uniforms must be clean. Stained, tattered or excessively baggy clothing is unacceptable. Baseball caps are to be worn forward. Visible pierced body parts, other than earrings, may not be worn while working. Offensive tattoos must be covered. Men are expected to come to work with faces shaved unless they are growing a permanent beard or mustache.

ATTITUDE

Our employees are expected to show up to work when scheduled and on time. We are not interested in "clock watchers". We expect our employees to work until the end of their shift. We want people that care enough to "go the extra mile" for our company and customers. We encourage employees to make suggestions that might make our company run more efficiently, service our customer better, increase business or save us time and money. We expect our company policies to be followed and respected.

PHYSICAL WORK ENVIRONMENT

You will work indoors and out in all types of weather including rain, cold, sun and heat. Your job is physical, requires frequent bending, twisting and lifting. Some of the jobs are not glamorous, but no employee is above any job needed to run this business. You will be on your feet all day, either standing or walking. You need to be pleasant and energetic regardless of the conditions. You need to be able to lift at least 40 lbs. on your own. We encourage a lifestyle that will maintain good physical and mental health, so you will be able to perform your job in a consistent professional manner.

SOCIAL WORK ENVIRONMENT

Our company does not tolerate chronic complainers. All employees are expected to get along with each other. We do not tolerate personal complaints of fellow employees unless their actions make you feel uncomfortable or affect your ability to do your job. We expect every employee to carry their weight and perform their responsibilities in an appropriate manner. In return, we will be flexible and will support your growth both personally and professionally.

SUMMARY

If you feel you have the above qualities and are interested in joining our staff, we encourage you to complete our job application. Thanks you.

I have read and understand the above:

Potential Employee Signature: _____ **Date:** _____