**Welcome To Our Convenience Store**

“Congratulations, You’re Now Part of Our Team!”

You’ve passed a major hurdle . . . . getting hired.

You’ve shown us that you have what it takes to be a successful member of our store team. What we were looking for when we interviewed you:

* Ability to communicate
* Represent yourself well
* Willingness to learn

These are the same traits and skills you need when serving our customers.

**Who We Are**

No Simple Description Fits.

* We’re a company without a neat, concise description because we’re a lot of things to a lot of people, and our operations cover a broad range of products and services.
* We’re unique.
* We are a quality convenience store and a gasoline retailer. But we’re unlike many convenience store retailers you’ve probably seen. And fuel and automotive products are only a portion of our total retail offer.
* We’re a leader.
* In this market we are a leader in the convenience store business. We’re a leader in gasoline retailing. We have one goal: Quality! Quality in all that we do.
* We’re quality. We’re you. Quality people . . . people in business to serve people.
* We’re glad you’ve joined us.
* Our future looks great and we’ll need your help. More customers are shopping us more often.
* We are adding people because of the high volume of sales.
* We strive to be competitive on prices and merchandise.

**The Principles of Our Store**

The following statements identify the principles by which we operate.

* QUALITY
  + Quality people, products, services, and facilities are critical components to our success.
* TEAM WORK
  + Teamwork is an attitude of helping and cooperating with other team members to achieve the highest levels of performance.
* TRAINING
  + We will provide the training and the opportunity for each team member to teach their full potential. Everyone is expected to continually improve their skills and abilities as well as to train and support other team members.
* CUSTOMER SERVICE
  + Customer Service is our number one priority. Our customers must receive exceptional service every time they visit our store. Those team members not directly serving the customer must provide the best support possible for those who do.
* ETHICS
  + We believe in unquestionable ethics and integrity. The company creates an environment in which people are valued as individuals and treated with respect and dignity, fairness, and quality.
* COMMUNICATION
  + Two-way communication through all levels of the organization is critical. Every team member must clearly understand what to do, what standards are expected, how to do the task, and how well they accomplished the assignment.
* ABOUT YOUR NEW JOB
  + The job description for our Customer Service Representatives (CSR) has been furnished to you. Please read it. It answers many of the question new team members have about their job. You will be asked to sign it when you understand it.
* WHAT THE POSITION DESCRIPTION DOES NOT SAY
  + You need a sense of urgency. You must move quickly to get all the tasks done that need doing.
* YOU MUST USE YOUR TIME WELL.
  + Time management is one of the most critical skills our team members need.
  + The customer must be served well. We don’t expect you to be abused verbally by customers. We do expect you to give exceptional service to customers.

**Areas of Operation**

* CUSTOMER RELATIONS
  + Practice all the customer contacts.
  + Greet customers with a smile. Be glad to see them.
  + Be yourself. Be genuine.
  + Satisfy the customer’s needs.
  + Help the customer feel good about themselves.
  + Give fast, friendly service.
* MERCHANDISING
  + Proper inventory management.
  + Proper shelf alignment.
  + No out of stock.
  + Proper displays
  + Merchandise to sell.
  + Competitively priced.
  + Keep store clean.
* INVENTORY SHRINKAGE
  + Register accuracy – cash register/POS operation
  + Vendor check-in – inventory movement
  + Records – merchandise handling, invoice handling
  + Personal honesty – attitude
* BOOKKEEPING
  + Accuracy
  + Double-check
  + Money handling
  + Concern
  + Proper procedures
  + Legibility
* HOUSEKEEPING
  + Have pride and be neat at all times.
  + Good personal appearance at all time.

Please sign this form when you understand what is expected of you.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Supervisor \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_