

Interview Checklist

Congratulations! The employer of your dreams has called to schedule an interview! You are excited and nervous and not necessarily 100% prepared. Remain as calm as possible. After all, you are being judged from the moment you answer the phone.

- ✓ Take a moment to check your calendar before agreeing to a time that you are unavailable.
- ✓ Remember to be professional and get the caller's name and number, as well as the exact location of the interview. Avoid asking for directions to the building, which you can locate on your own.
- ✓ However do ask for specific directions to the location of the office where you will be interviewing, especially if you are going to a large organization with multiple buildings.



Before the Interview:

Research the organization/industry.

Use the Internet, Chambers of Commerce, business journals, newspapers, etc... to learn as much as you can about:

- Major Competitors
- Services/Products
- Growth - History/Anticipated
- Major Customers/Clients
- Challenges
- Plans for the Future
- Parent Company, Subsidiaries
- Profits

Identify skills needed to do the job. Try to get the job description and list the skills it mentions. If you cannot get the job description, find out as much information as you can and anticipate the skills needed.

Identify your skills, accomplishments, training, experience and activities.

Write an explanation of how your skills match those of the position.

Practice interviewing. Have someone ask you typical interview questions. Know how you will respond to the most common questions and anticipate them, but do not memorize your answers.

Make sure you have the correct date, time and place of the interview. Do you know whom to ask for when you get to the interview location? If not, find out.

Make a trial run. Drive by the location a day or so before the interview at the same time of day as the interview to gauge traffic and locate parking. Make sure you arrive with about 10 minutes to spare.

Dress for success. Pick out your outfit well before the interview and make sure it's clean, pressed and well fitted. Consider investing in an interviewing outfit. Men, wear a suit, unless it's a casual working environment. If so, wear khakis and a button down shirt. Women, wear a conservative suit with a nice blouse. The general rule is, dress one step above the normal attire for that office.

Contact your references. Tell them you are interviewing and ask permission to use them as a reference. Give them a copy of your resume, tell them what type of jobs you are applying for and follow up with them after the interview.

Interview Etiquette & Attitude

- Be punctual. Arrive no more than 10 - 15 minutes early.
- Greet and introduce yourself to the receptionist and interviewer.
- Sit and stand up straight; and it is best to keep your feet flat on the floor.
- Watch your body language, don't cross your arms and remember to smile.
- Don't smoke, chew gum or eat candy, even if the interviewer does. Try not to smoke before the interview so you don't smell of smoke.
- Avoid distracting behavior (swinging/kicking your feet, rocking in your chair, tapping a pen, touching your face).
- Don't bring anyone with you to the interview.



Attitude

- ☺ Always be truthful.
- ☺ Be enthusiastic and positive.
- ☺ Don't talk about personal problems.
- ☺ Participate and ask questions.
- ☺ Be mature, friendly and tactful.
- ☺ Don't be evasive about negative factors in your past.
- ☺ Don't be negative about past employers or jobs.
- ☺ Don't be a know-it-all; show your willingness to learn.
- ☺ Be polite / nice to all those you meet, including the receptionist.
- ☺ Don't use "I think" or "I guess" which makes you sound indecisive or unsure.
- ☺ Show you are goal oriented.
- ☺ Show your willingness to relocate, if this is true.
- ☺ Show your interest in the job and the organization (but don't appear desperate).
- ☺ Don't discuss salary at the first interview.

"Earn the right to expect others to keep their word by keeping yours".

--Steve Ventura

Take to the interview:

- Name, address and phone number of the interviewer
- Directions to the interview location
- Extra copies of your resume in a nice folder
- List of references (name, title, company, address and phone number)
- Paper and pen
- Professional Portfolio that includes samples of your work
- Information that may be needed to fill out a job application (high school address, previous employers' addresses and phone numbers, etc.)

Be Prepared: Questions Employers May Ask

In simple terms, an interview is compared to a test. You will know the answers to most of the questions if you study and prepare. Of course, like a pop-quiz, there may be some unexpected questions that may surprise you. Common topics like job duties and management styles are to be expected. Be prepared to relate past experience to the position and ace the test!

1. Tell me a little about yourself.
Do not tell your life story. Highlight what makes you a good fit professionally for this job.
2. What do you do in your spare time?
They want to know if you have any outside interests & how these might reflect on the company.
3. What do you know about our company & why do you want to work here?
This is your chance to impress them with all your research.
4. Why did you choose to go into this field?
Money is probably never the correct answer, except for sales positions.
5. Describe your ideal job. They are trying to determine how close or far off this job is from what you would love.
6. Why are you changing jobs/careers?
Explain your goals, and your desire for new challenges. Don't ever bad-mouth a current or former employer.
7. What are you looking for in a supervisor?
They are trying to determine if your style would mesh with the boss.
8. How do you feel about working overtime?
Be honest, but if the answer is "no" then steer your response back to what you do offer.
9. Are you willing to relocate?
Another honest answer – some companies may be looking for managers that can move.
10. What is your greatest strength?
Your strength should be something that can be obviously demonstrated in your past experience.
11. What is your greatest weakness?
Think of the implications - For your weakness, select something that could also be a strength, like "I'm a perfectionist" or a "workaholic".
12. Have you ever been fired?
If "yes" be honest and brief, "I had a difference of opinion with my manager at XYZ Company and was terminated. However it was the best thing that could have happened to me, because it forced me to evaluate what I want and to research employers, leading me to you."
13. Explain your gaps in employment?
Be prepared to discuss choices (time with family, returning to school, illness) but focus on the growth that occurred during the gap. If the gap was due to a personal problem, offer as little explanation as possible and highlight solutions that won't allow the problem to reoccur.
14. How did you contribute to your last job? What were your accomplishments?
Anything "above and beyond" is worth mentioning here.



15. Which one of your previous jobs did you like most? Least? Why?
Try to match up the good points of an old job to the new opportunities.
16. How do you make important decisions?
Highlight how you prioritize and problem solve.
17. Where do you see yourself in five years?
Try to envision a career ladder at the same company. Show realistic ambition.
18. What makes you feel important?
The underlying question is regarding your values. If there are aspects of the job that make you feel important you will be happy working in this capacity.
19. How would your former manager/supervisor describe you?
Be honest, they may call him/her.
20. What is one thing you would like to improve about yourself?
Again, pick a weakness that isn't so terrible.
21. Do you prefer working in a team environment or alone?
Know the conditions you will experience. Your answer should not contradict the expected.
22. What do you expect for a starting salary?
Research the ranges and know what you want but answer with a question, "What would you pay someone with my experience and education?"
23. Why should I hire you?
Give them good reasons, tied to performance and skill. Not, because "I'll do a good job"!

Be Prepared: Behavioral Interviewing

An interviewing technique that is widely used is behavioral interviewing. The premise is simple, past performance is the best indicator of future performance. Be prepared for questions that begin with, "Tell me about a time that..." When encountering this type of questions, follow the steps below:

1. Situation:	Briefly describe the situation.
2. Action:	Explain what you did; what actions you took.
3. Result:	What was the outcome? Did your effort yield a successful result?

- Give me an example of how you handled a stressful situation in your last position?
All jobs have stress... be prepared to briefly describe what happened, your reaction and the outcome.
- Tell me about a time when you have learned from a mistake?
Spin a mistake back into a positive – some of the best lessons come from mistakes.
- What was one of the most difficult decisions you have had to make? Why?
This can be personal, but not intimate.

Illegal Questions & How to Answer Them

Most questions in interviews today are open-ended. There is usually no specific answer required and the applicant must decide how to answer the question. Organizations use open-ended questions to learn more about the candidate's personality, job history, education and experience as it relates to the job. Typically questions should be relevant to the position or job performance. Personal or family-related questions should be avoided as they do not have direct bearing on the job.

Employers should not ask questions or make hiring decisions based on characteristics protected by law such as: race, religion, national origin, gender, sexual orientation, disability or age. Occasionally an interviewer may ask a question that could be discriminatory. This may be unintentional or planned to see how the candidate will react to the question. The reasoning does not matter, but how you respond does. There are three ways you can respond to a bad question.

1. **You may refuse to answer and suggest to the interviewer that the question is illegal.** Of course, this is risky. Avoid sounding offended and alienating the interviewer. You could be tactful and politely ask, "Would you mind telling me how that question relates to the position?"
2. **Answer the question.** If you don't mind answering the question and think you know the "right" answer.
3. **Answer the concern of the question.** The underlying issue of the question may be evident. If so, redirect the question and answer the concern. "How is your health?" is really a question of whether or not you can do the job or will have excessive absences. You could say, "I'm capable of meeting all the physical requirements of this job and my prior employers can attest to my attendance records."

Rare exceptions, such as bona fide occupational qualifications, do allow employers to ask what may be construed as inappropriate questions. It is allowable to ask height or weight information if the job has height or weight minimums or maximums. A prime example is a horse racing jockey, whose weight cannot exceed 115 pounds, because of limitations placed on the weight a race horse can carry.

Interview Questions that Should NOT Be Asked

The differences are subtle.... Can you easily tell which is which?

Proper & Allowable Question	Improper Question
Are you over the age of 18?	How old are you? What is your birth date? When did you graduate?
Can you provide proof of employment eligibility if hired?	What is your race/nationality? Are you a US citizen? O'Malley, is that Irish?
Have you worked under a different last name?	Are you married? Are you divorced? What was your maiden name?
Would you be willing to travel / relocate? Would you be able to work overtime?	Do you have children? Do you plan to have children? Do you have child care established?
Are you able to perform the essential functions of the job?	Are you disabled?
Are you taking any illegal drugs?	Are you taking any medication?
Have you ever been convicted of a crime?	Have you ever been arrested? Have you been charged with a crime?

During the Interview

- Greet the interviewer warmly, with a firm handshake.
- Allow them to tell you where to sit.
- Try to connect with the interviewer, he or she may be uncomfortable too.
- Listen carefully to the question being asked. Ask for clarification if you don't understand the question.
- Think through each question before you answer. Try not to sound like you memorized the answer. Be natural.
- Expand and explain your answers. Don't just respond with a yes or a no. Use examples whenever possible and bring in your accomplishments when appropriate.
- Focus on what you can do for the company, not what they can do for you.
- Don't take control of the interview and don't interrupt the interviewer(s).
- Don't use slang expressions. Always try to use good grammar.
- Speak clearly and don't mumble. Don't use "um" or "ah" when pausing.
- Don't talk too fast or too much. Answer the questions clearly and concisely.
- Show your sense of humor when/if appropriate.

Ending the Interview

- When prompted, ask questions about the organization.
- Summarize your strengths.
- Ask for the job.
- Ask when a decision will be made or when you may call to find out the status of the position.
- Thank them for meeting with you.



Telephone & Video Interviews

Telephone or computer based video interviewing is becoming more popular. Once reserved for employees that were geographically distant, this technique is gaining popularity. Sometimes it is a genuine full-fledged interview, but more likely this interview is a screening mechanism to determine which candidates are worthy of a face-to-face interview. A phone call is often a casual event – BEWARE, this is not your average phone call. Many people are caught off guard and not well-prepared. The telephone interview should be treated just as seriously as any other.

Insist on scheduling a time when you will make or receive the interview call. Be prepared, in a quiet environment that allows for concentration. However tempting, do not just answer a call and allow the interview to happen spontaneously. Preparation is necessary. Gather your materials, a pen & paper to take notes, the job posting and your resume at a minimum. Be sure to get the name and title of your interviewer, and confirm the spelling if necessary. You will need this for a thank you note, just like in a traditional interview. Follow all the guidelines for a "real" interview – because this is real!

Dress for Success

Once you have scheduled an interview you have the opportunity to impress the employer with your skills and personality. However it is critical to note - from the moment you walk in the door you are being evaluated. First impressions are lasting ones and you want your first impression to be positive.

It is always best to dress "one step above" the position that you are trying to get. For example, if you are applying for a general management position, you would want to wear a nice suit. An electrician or a mechanic should wear slacks and a polo or button-up shirt.

Listed below are some tips to help you "dress for success". These tips are designed to give you some basic guidelines in order to help you make a good appearance and a good first impression.

Men and Women

- Make sure to clean and polish your conservative shoes
- Hair should be neat, clean & well-groomed
- Fingernails should be neat & clean
- Keep your pockets empty--no bulges or jingling coins
- Do not chew gum, candy or smoke cigarettes
- Only carry a portfolio case
- No visible body piercing (nose rings, eyebrow rings, etc.)
- Turn off cell phones, pagers, etc.
- Keep jewelry to a minimum
- Clothes are neat, clean & fit well
- Cover any tattoos

Men

- Wear a conservative suit (dark blue or grey is best)
- Wear a conservative long-sleeved shirt (white / light blue)
- Neckties with a conservative pattern
- Wear dark, polished shoes (black lace-ups are best)
- Wear dark socks (black is best), and no holes or worn places
- Make sure to get a haircut; short hair works best for interviews
- Beards / mustaches should be well groomed / trimmed
- Wear no rings other than wedding ring and/or college ring
- No earrings (if you normally wear one, take it out)



Women

- It is best to wear a suit and a neutral blouse with a modest neckline
- Keep your makeup to a minimum
- Have no more than one ring on each hand
- Don't carry purses, small or large; carry a portfolio instead
- If you must wear nail polish, use clear or a very conservative color
- Wear skirts at a conservative length
- No 3 inch high heel shoes; wear classic closed toe pumps (1 – 1 1/2 inches)
- Wear conservative hosiery at or near skin color (and no runs!)
- Wear only one set of earrings

Questions to Ask

Most interviews conclude with the interviewer asking, “Do you have any questions?” If you have no questions, that’s an indicator to the employer that you are not prepared or that you do not care. Imagine if they had no questions for you?! Would it be a very interesting interview?

Remember that not only do you have to sell yourself to the interviewer, you must be sold on the employer and the position. Asking questions allows you to find out information that you will need to determine whether you really want the job.

You may naturally ask questions during the interview, if permitted. If it makes sense to ask a question at that point, ask it. Asking questions shows that you are interested in the job and gives you a perfect opportunity to show how you “fit” the position. It is also a good time to integrate the knowledge you obtained from your research. Ask useful, well-thought-out questions that are relevant to the job or organization and that reflect your interest in and qualifications for, the job.



- Describe your ideal candidate.
- Describe what a typical day would be like.
- In what types of projects would I be involved?
- Who are some of the people I will be working with and what do they do?
- What is the typical career path for someone in this position?
- To whom will I report?
- What are the organization’s plans for the future?
- How long will it take to make a hiring decision?
- What is the most challenging aspect of this job?
- What professional development opportunities are available?
- What is the usual work schedule?
- How will my performance be evaluated?

Questions NEVER to Ask

- ❌ **Salary.** Wait until the interviewer addresses this topic, but be prepared to discuss realistic salary expectations.
- ❌ **Benefits** (vacation, sick leave, insurance, etc.). The interviewer may cover this topic, otherwise wait until you are offered the job.
- ❌ **Personal questions** about the interviewer (marital status, etc.).
- ❌ Those that have been **already answered** during the interview.

Following Up - After the Interview

Following up after the interview is very important. Unfortunately, it is the step that most interviewees neglect.

Thank You Letter

Thank the person who interviewed you by sending them a brief letter. If possible, the letter should be mailed the same day as your interview. You may also want to send an e-mail thank you note. Consider how you made the original contact. If via e-mail, then a return e-mail would be appropriate. When in doubt, you could also send both.

Letter contains:

First Paragraph: Thank the interviewer for his or her time and indicate the position for which you were interviewed.

Second Paragraph: You may want to mention something that was discussed during the interview that interested you about the organization or position. In addition, explain how you can meet the qualifications of the job. Also, this is a good time to briefly share anything you forgot to express during the interview.

Third Paragraph: Confirm that you want the job and offer to provide any additional information that may be needed. Explain that you will follow-up to check if a decision has been made, unless they've already told you.

* A sample thank you note follows on the next page.



Follow-up Phone Call

Follow-up with a phone call about five days after sending the letter. If the interviewer said not to call or said when a decision will be made – don't harass them. Otherwise, call.

- Thank the interviewer again for meeting with you.
- Ask if a decision has been made.
- If the manager has not made a decision, express your interest again in the position and ask when you may call back to follow-up.
- If you didn't get the job, express that you are disappointed but would appreciate any constructive criticism and feedback because you are interviewing for other jobs and would like to know how you could create a better impression.
- You may also wish to re-express interest in the organization and your desire to be considered for other positions which may become available.
- Thank the manager for his or her help. Don't get discouraged. You may get a lot of "no's" before you get that "YES!" Remember all you need is one "YES!"

Sample Thank You Letter

Susan Parks

4259 Greenwich Street
Columbia, South Carolina 76464
(555) 555-5555
parkss@anyurl.com

December 11, 2008

Mrs. Angie Jones
Marketing Manager
MIK Marketing
555 5th Avenue
Columbia, South Carolina 66655

Dear Mrs. Jones:

Thank you for allowing me the opportunity to interview for the Marketing Assistant position. I really enjoyed meeting with you and your team today. I was truly able to get a sense of the company's mission to provide the highest quality products for its customers. Your opportunity would prove to be challenging and exciting.

After talking with you about the requirements of the position, I am confident that I can contribute to the company's marketing effort in a variety of ways. Courses I have completed at Midlands Technical College in *Writing for Public Relations* and *Principles of Marketing* have helped me gain experience in writing promotional campaigns. Additionally, my previous experience in public relations and knowledge of Microsoft Office software allow me to effectively communicate my ideas, which will help to streamline the customer's needs.

I look forward to hearing from you. If you have any further questions, please feel free to contact me at (555) 555-5555, or parkss@anyurl.com. Thank you again, for the opportunity to meet you and your staff.

Sincerely,

Susan Parks

Sample Thank You Letter

Lizette Gonzalez, RN

43 Brandywine Road Irmo, SC 29210 (555) 555-5555 lizetteg@gmail.com

January 31, 2008

Emily Phillip, CEO
Nurses Stat! Staffing
PO Box 223
Columbia, SC 29202

Dear Ms. Phillip,

Thank you so much for the opportunity to meet with you and discuss your company's needs for PRN nurses in a variety of settings.

As we discussed, the ability to work on a temporary basis is ideal for me. As an experienced professional I am comfortable working in a variety of settings. I enjoy the challenges of nursing and the prospect of working with diverse populations. As I mentioned, the flexible scheduling will also allow me to balance my personal passion of exhibiting in antique doll shows a few weeks each year without leaving my employer short-staffed. I forgot to mention during the interview that I am even willing to take on traveling assignments, if they become available.

I sincerely want to express my excitement regarding our potential partnership! If you need any additional information from me or a copy of my current South Carolina nursing license, please let me know. I look forward to speaking with you again soon.

Sincerely,

Lizette Gonzalez, RN

Salary Negotiation



Finding the right job on your desired career path meets several personal needs, not the least of which is money. Very few people can afford to work for only personal satisfaction, so it is natural that salary and benefits would be a primary factor when considering the type of job offer you will accept. In an ideal setting you will have many opportunities and shouldn't "settle" for the first job that comes along, unless it is absolutely the one for you. However when you know that you want the job, you must still decide if you can afford to take it, based on the salary.

Many job-seekers are uncomfortable discussing salary. If you ask for a salary that is too high, you might not be considered. If you ask for too little, you may lose the respect of the employer and certainly will lose some income. So how much is enough? Is what the employer offers always a fair wage? These and other questions can be researched and in this case, doing your homework definitely pays!

Research current salary ranges. Many websites, both government and private, provide basic salary information sorted by occupation and geography. Some companies have published pay scales. Salary **ranges** are likely more useful than one single number. Years of experience, unique characteristics of the job seeker and the available position will all factor into the final equation. When pressed for your desired salary you have two good options.

1. Ask what the position's salary range. "What would you pay a person with my experience and education?"
2. State a researched market range that you would consider fair. "According to the US Department of Labor's website, the average dental assistant is paid \$14-\$17 per hour. I would consider a figure within this range, if I was also eligible for benefits."

Benefits

Benefits are another component of compensation that you should factor into your decision. Some employers don't offer any. Some offer basic benefits (vacation & insurance). Others allow employees to pick and choose from a "cafeteria" plan. Don't be afraid to ask for details. Benefits can cost the employer upwards of 30% of the salary, so these can be considerable.

What Is Your Current Salary?

There are two critical junctures when you may be asked your current or desired salary. The first is on the application or in response to the job posting. Typically employers want to know how much you are worth so they can determine if they can afford you. If you say your desired salary is \$50,000 a year and the position tops out at \$30,000 then the employer won't waste time considering you. However if the opposite is true (you ask for \$30,000 when the job could pay \$50,000), the employer may think you are not worthy of consideration. Perhaps even worse; they will consider hiring you – but offer less respect than they would if you had named a more appropriate price. If at all possible avoid answering the desired salary question all together or answer "negotiable", since nearly all jobs are negotiable to a degree.

The other risky point is if you are currently employed; employers will likely ask, "What are you making now?" An employer may ask this question for a variety of reasons but the primary reason is to determine what their starting offer should be. If you are working for \$10 per hour, the offer will almost certainly need to exceed that. However the employer will also consider that the offer won't need to exceed your current salary by much. Why offer you \$18 per hour, if you are used to working for \$10? Wouldn't \$12 per hour be enough?

Use extreme caution. Whatever you say will be carefully evaluated. Be prepared for this

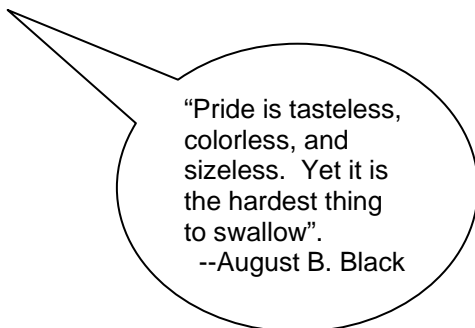
potential minefield. Few jobs are similar enough to make a straight line comparison. Your present salary isn't necessarily a reflection of what the new job should pay. Also remember that honesty is the best policy. Don't inflate your current salary, because it is possible that your current pay rate may be verified by the new employer.

If you have done your research you can reply, "I currently make \$10 per hour, but my current position is close to my home, has a flexible work schedule and requires far less responsibility than the position at your company, so it is really not a fair comparison. My research indicates that the position we are discussing should pay between \$15-18 per hour."

Coping with Rejection

Most job seekers encounter rejection – frequently. Remember if an employer receives 25 applicants for one position, only 1 person gets the job – 96% do NOT! The rejected applicant is in good company. Do not allow rejection to damage your ego or discourage you. Rejection is part of the process. Learn from each encounter, develop your interviewing skills with each meeting and refine your technique as you continue the search. If you aren't getting interviews, improve the resume. If you are being interviewed but not receiving offers, consider your interviewing skills. Possible problem areas include:

- Lack of confidence, competence and enthusiasm
- Poor presentation (appearance, posture, manners)
- Unrealistic expectations - overestimating your value or skills



"Pride is tasteless, colorless, and sizeless. Yet it is the hardest thing to swallow".
--August B. Black

The Offer

Employers often need to fill vacant positions “yesterday”. When they extend an offer of employment they hope to receive a response quickly. Etiquette allows time for the prospective employee to consider the offer, but requires consideration. When receiving an offer remember to:

- Clarify any terms of employment that are unclear (salary, vacation, duties, location, working schedule, etc...)
- Determine a date by which you will accept or decline the offer.
- Thank the employer for the offer.

Accepting the offer

You have received an offer that you consider fair, for a job that you are really excited about. Of course you want to “take it”.

- Express enthusiasm.
- Call or write the employer within the agreed upon time frame to graciously accept the offer.
- Determine starting date, clarify the location and any directions regarding “new hire” paperwork that needs to be completed.
- Thank the employer again!



Rejecting the offer

- Express regret.
- Call or write the employer within the agreed upon time frame to graciously decline, explaining briefly why you chose not to accept the offer. Often times this would be a simple statement indicating that another offer better matches your goals.
- Thank the employer again!

Success on the Job

Qualities & Characteristics Desired by Employers

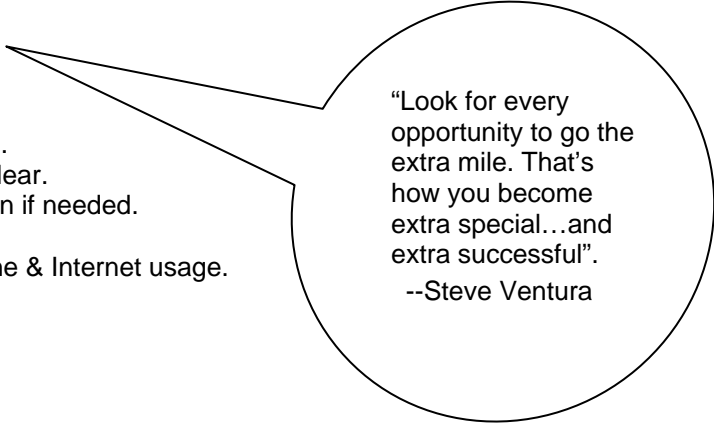
Employers WANT to hire employees. They NEED to hire employees in order to accomplish their mission. But they need GOOD employees. It is always a good idea to put yourself in the place of the employer. Ask yourself the question **“What kind of employee would I want to hire?”** Think about the characteristics and attributes that would be most important to you. You will find this helpful in identifying those qualities many employers desire as well.

During the interview, the employer tries to determine if you can meet their needs, not only with technical skills but with “soft skills” as well. These include the traits that compose your personality: your ability to communicate, attitude, friendliness, self-esteem, honesty and leadership ability. These traits are difficult to quantify, so it is up to you to impress the employer with tangible examples that demonstrate you possess these attributes. Listed below are a number of qualities and characteristics that employers strongly desire.

Leadership	Maturity	Resourcefulness
Initiative	Interpersonal Skills	Enthusiasm
Flexibility	Self-confidence	Teachability
Integrity	Responsibility	Reliability
Motivation	Dedication	Competence
Listening Skills	Adaptability	Courtesy
Pride in Work	Energy	Intelligence
Problem Solving Ability	Ability to work well under pressure	
Critical Thinking Skills	Ability to follow instructions	
Communication Skills	Ability to get along with others	

PROVE that you are the talented individual that you said that you were!

- Be prompt.
- Take initiative.
- Be courteous and respect authority.
- Be flexible and willing to work with your team.
- Respect those with more experience than you.
- Follow procedures and ask for direction if unclear.
- Keep up with work and ask for help or direction if needed.
- Avoid gossip and maintain confidentiality.
- Comply with company policies regarding phone & Internet usage.



“Look for every opportunity to go the extra mile. That’s how you become extra special...and extra successful”.

--Steve Ventura