

Tool 24B – Job Expectations Handbook

MANAGER INSTRUCTION

Completed by the manager. Record the company rules, expectations, culture, procedures, and important information new employees need to know. Type the details in each area below.

Job Title:

Department:

Job Purpose

Notes

Daily Responsibilities

Notes

Opening Duties

Notes

Closing Duties

Notes

Safety Rules

Notes

Dress Code

Notes

Break Policy

Notes

Lunch Policy

Notes

Cell Phone Policy

Notes

Customer Service Expectations

Notes

Professional Conduct

Notes

Is fraternization allowed?

Notes

What is acceptable conversation with customers?*Notes*

What should employees do when work is slow?*Notes*

Call-off Procedure*Notes*

Who should employees contact for questions?*Notes*

Who should employees contact for emergencies?*Notes*

Chain of Command*Notes*

Performance Expectations*Notes*

Common Mistakes*Notes*

Tips for Success

Notes

Additional Notes

Notes
