

BEST PRACTICES

- Acknowledge associates at the beginning and end of each day
- Say good-bye or thank associates at the end of the day
- Catch one or more associates doing something right daily
- Conduct regular department huddles and meetings
- Coach associates regularly using observation forms and conduct regular check-ins
- Provide associates with off-hours contact information
- Utilize crucial conversation and effective listening communication techniques

MANAGEMENT REQUIREMENTS

- Discuss department expectations with new associates on first day
- Meet individually with each associate at least quarterly
- Develop/encourage individual learning & development plans
- Review performance expectations quarterly and revise annually
- Recognize associate anniversaries
- Create, implement and maintain a service excellence plan