

Performance Standards

Purpose of this system

To provide guidelines for the completion of...

Our Critical Success Factors

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Core Values / Beliefs / Philosophies

- Lorem ipsum dolor sit amet.
- At vero eos et accusam et.
- Happy staff – Happy customers.
- Duis autem vel eum iriure dolor in hendrerit.
- Ut wisi enim ad minim veniam, quis nostrud exerci.

Our Core Purpose

“Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis.”

Responsible Persons:

When:

Other Relevant Documents:

Procedure:

Performance Standard 1

Speak very politely. As a minimum say "Please" and "Thank you", using a persons name. Use an even, pleasant tone, and no sarcasm or parody.

Performance Standard 2

Always talk about a person as if they were present, and listening to your conversation. Use the person's name in each sentence in which you refer to them.

Performance Standard 3

Discuss problems in private.

Performance Standard 4

Apologise and make restitution if someone is upset by your actions.

Performance Standard 5

Greet and farewell everyone by name, with eye contact.

Performance Standard 6

Blame a system, not a person.

Performance Standard 7

Tell the truth and avoid bad language.

Performance Standard 8

Be punctual.

Performance Standard 9

Keep things tidy.

Performance Standard 10

Be a good listener.

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