

Employee Expectations

Valley Nursery is a family owned retail garden center, in business since 1971. Our products are plants, garden supplies and gifts. Our survival relies on repeat customers, satisfied with their overall shopping experience. This experience includes inspiration, excellent customer service, quality products and expert advice. We consider our employees to be an important asset, and these are our expectations:

Customer Service:

Customers of Valley Nursery expect to be treated with prompt, polite, enthusiastic and courteous service, and always with a smile. Our staff must be intuitive, anticipating a customer's needs before being asked. You will need to have the ability to be patient when confronted with daily challenges and to continually educate yourself on our products and procedures. Since there is not one product we carry that a customer absolutely needs, we need to make sure they are treated with respect so they will be eager to return.

Employee Image:

Image is important to us. Employees are required to wear VNI supplied uniforms, so the logo can be seen. Review the Dress Code Policy in this manual and be prepared to come to work dressed appropriately.

Employee Attitude:

Our employees are expected to show up to work when scheduled and on time. We are not interested in "clock watchers". We expect our employees to work until the end of their shift. We do not make special accommodations for personal preferences such as shared breaks or meal times with co-workers, carpooling issues and so on. You are expected to keep the schedule you are assigned. We want people that care enough to go the extra mile for our company and customers. We encourage employees to make suggestions that might make our company run more efficiently, service our customer better, increase business or save us time and money. We expect our company policies to be followed and respected.

Employee Work Environment:

We do not tolerate chronic complainers. All employees are expected to get along with each other. We do not tolerate personal complaints of fellow employees unless their actions make you feel uncomfortable or affect your ability to do your job. In this case, see your supervisor; do not complain to co-workers. We expect every employee to carry their weight and perform their responsibilities in an appropriate manner.

Physical Work Environment:

You will work indoors and out in all types of weather including rain, cold, sun and heat. Your job is physical, requires frequent bending, twisting and lifting. Some of the jobs are not glamorous but no employee is above any job needed to run this business. You will be on your feet all day, either standing or walking. You need to be pleasant and energetic regardless of the conditions. You need to be able to lift at least 40 lbs on your own. We encourage a lifestyle that will maintain good physical and mental health, so you will be able to perform your job in a consistent, professional manner.

If you feel you have the above qualities and are interested in joining our staff, we encourage you to complete our job application. Thank you.

I have read and understood the above:

Potential Employee Signature: _____

Date: _____

VALLEY NURSERY INC

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APPLICATION FOR EMPLOYMENT

(PRE-EMPLOYMENT QUESTIONNAIRE) (AN EQUAL OPPORTUNITY EMPLOYER)

PERSONAL INFORMATION			DATE _____	
NAME: LAST	FIRST	MIDDLE		
PRESENT ADDRESS		CITY	ST	ZIP
PERMANENT ADDRESS		CITY	ST	ZIP
PHONE NO.	ARE YOU 18 YEARS OR OLDER?		YES	NO
ARE YOU PREVENTED FROM LAWFULLY BECOMING EMPLOYED IN THE COUNTRY BECAUSE OF VISA OR IMMIGRATION STATUS?				
YES		NO		

EMPLOYMENT DESIRED

POSITION _____ DATE YOU CAN START _____ SALARY DESIRED _____

ARE YOU EMPLOYED NOW? _____ IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? _____

EVER APPLIED TO THIS COMPANY BEFORE? _____ WHEN? _____ REFERRED BY _____

EDUCATION	NAME & LOCATION OF SCHOOL	NO. OF YEAR ATTENEDED	DID YOU GRADUATE
HIGH SCHOOL	_____		
COLLEGE	_____		
TRADE, BUSINESS	_____		
OR OTHER SCHOOLS	_____		

GENERAL

OBJECTS OF SPECIAL STUDY OR RESEARCH WORK _____

SPECIAL SKILLS _____

ACTIVITIES: CIVIL, ATHLETIC, ETC: _____

ACTIVE MILITARY PRESENT OR CIVIL SERVICE _____ RANK _____ MEMBER OF NATIONAL GUARD _____

EMPLOYMENT HISTORY (LIST LAST POSITION FIRST)

DATE: MONTH/YEAR	NAME, PH # & CITY OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
FROM _____ TO _____				
FROM _____ TO _____				
FROM _____ TO _____				
FROM _____ TO _____				

WHICH OF THESE JOBS DID YOU LIKE BEST? _____

WHAT DID YOU LIKE MOST ABOUT THIS JOB? _____

REFERENCES: LIST THE NAMES OF THREE PEOPLE NOT RELATED TO YOU WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	PH #	YEARS KNOWN
_____	_____	_____
NAME	PH #	YEARS KNOWN
_____	_____	_____
NAME	PH #	YEARS KNOWN
_____	_____	_____

IN CASE OF EMERGENCY, NOTIFY: NAME _____ PHONE NUMBER _____

I certify that all the information submitted by me on this application is true and complete, and I understand that if any false information, omission, or misrepresentations are discovered, my application may be rejected and if I am employed, my employment may be terminated at any time.

In consideration of my employment, I agree to conform to Valley Nursery's rules and regulations, and I agree that my employment and compensation can be terminated with or without cause and with or without notice at the company's discretion. I also understand and agree that the terms and conditions of my employment may be changed with or without cause and with or without notice at any time by the company.

DATE _____ SIGNATURE _____

DO NOT WRITE IN THIS BOX				
INTERVIEWED BY _____	DATE _____			
REMARKS _____				
NEATNESS _____		ABILITY _____		
HIRED: YES	NO	POSITION	WAGE	START DATE