



RESPECT PROCEDURE

- a. Staff are required to acknowledge customers with Hello, Good morning etc and this is compulsory, staff should also respect their fellow workers:
- b. Staff should be willing to help and assist one another, whether it be a trainee or otherwise.
- c. No staff should be offhand or abrupt with other members - it creates bad feeling
- d. A new member of staff should be comfortable asking anything, of any member of staff, whilst training
- e. Staff should offer assistance at all times if they see a colleague struggling.

Don't forget to treat someone with the same respect you would like to be treated.