



FINISHMASTERTM

IT'S JUST *SMART* BUSINESS!

JULY 2010

BEST PRACTICES NEWSLETTER



Job Descriptions

Complete job descriptions ensure employees know your expectations.

Rewards System

A rewards system motivates and communicates that you want every employee to grow and become a star.

Valuable Assets

Your employees affect a customer's decision to use your shop. A happy or satisfied employee can result in a satisfied customer.

Interview 101

Practice your interviewing skills! Be prepared and always ask open-ended questions.

Hiring Star Performers

Every shop has one or more star performers. These are employees who shine. They not only exhibit the characteristics and work performance you most desire for their position, but they often surpass your expectations. Whether it be a general quality like always being on time or whether it is specific to job performance, your customers love them. And so do you. How do you hire and train more people like this? How can you have an entire team of star performers?

Use your stars as the benchmark. Start by taking a close look at your current stars. What traits do they exhibit that make them the best? Make a list. It will become your benchmarking list for the positions your stars are in. Plus, it will help you write a complete job description and help you in the interview process.

Make the Most of the Interview

Pay close attention to your prospective employee during an interview. Their overall personality speaks volumes and is something that can't be easily changed, no matter how much training they undergo. Rely on common sense and a complete job description as a reference. Take your time. Do not rush to hire someone just because you need a "body" there. Look at it this way; it could cost you profit in lost customers or possibly a DRP contract. Finding the right fit is worth the wait.

Consider these star categories during interviews:

Initiative – Could this candidate be one of the next leaders in your business? If you take initiative as a contributor, you will likely take initiative as a leader.

Integrity – What is your judge of their character? Does the candidate follow through on promises; work hard with honesty and diligence? Do they do what's right for the organization above all else?

Execution - Ask how their performance was managed in the past. What accountability existed? How do they stretch themselves or their team? What's something they recently accomplished that surprised them?

Strategic Ability - Can they see a situation from multiple perspectives? Can they put themselves in the customer's shoes or understand what the competitor would do in a given situation? Do they understand what will impact the business and how?

Effective Communication – Use the interview as a resource. How do they present themselves? Are their answers clear and concise? Would you put them in front of your best customers? Keep in mind that strong communication skills are the foundation for other key traits (leadership, motivation, etc.).

Develop a list of benchmarks for all positions and discuss them with candidates during the interview. Create a reward system to support achievement. This motivates your current employees and shows prospects that you care about and recognize their growth and performance. Most importantly, it creates accountability and clearly communicates your expectations.

Our Business Is Making Your Business Better