



Expectations

1. Display Leadership

1. Be on Time and practice Lombardi Time
2. Set the pace for others to follow
3. Dress for Success – No unprofessional ties, wild shirt color, hanging earrings, cellular phones, sunglasses, etc...
4. Always be Honest – Nothing is ever so bad as to lie about it
5. Never Cheat to Win – If you cheat your gone!
6. 24/48/72 Hour rule on all assignments – set a deadline
7. Arrive prepared – Not room on this team for second best
8. Never Give Excuses – True leaders make mistakes and take responsibility for them.
9. Make Decisions – You're an AES leader
10. Have high standards, never lower them and stick to them

2. Care For Your People

1. Never say anything negative about another member of AES's management team
2. Schedules always posted by 5pm on Thursday
3. 100% Equipment working 100% of the time, 24 Hour turnarounds on broken equipment
4. All Team evals given each week 4 of period 1 and 7. Management evals given bi- annually in week 4 of period 1 and period 7.
5. Always be 100% staffed and still recruiting
6. Schedule done the AES way 100% of the time
7. Schedule and spend development time with your people each period
8. Have a store manager meeting every week with a prepared agenda
9. Gossip Kills and it will equal your Death, it's never good and it breaks down the team
10. You're part of a Team – Act like it, defend it, protect it, support it or get the hell off it
11. Show pride in your unit, have pride in your unit

3. Get Results

1. Develop and Execute AOR Action Plans that are based on the systems that caused the issues
2. All Team and Management in complete uniforms every shift
3. Checklists every shift, every close and graded every morning
4. Always Schedule to grow sales, over project and over staff
5. Complete accurate in-unit P/L's within \$100 every period
6. React when you have negative numbers so others won't have too
7. Never blow labor, be plus one hour every week
8. Beat the Service Standards
9. **Most importantly DRIVE SALES and PROFITS!!!**

Employee Signature

Date