

# Start off on the right foot!

## Make Ready/ Ticket Runner/ EPA Tips

### FIRST IMPRESSIONS MATTER



- Dress professionally (cover tattoos unless approved by your supervisor).
- Arrive 15 mins early.
- Be flexible and have a positive attitude.
- Be a team player (this includes helping with grounds).
- Do your very best on every assignment - good impressions travel quickly and supervisors are always looking to add top talent to their teams.

### RESPECT BOUNDARIES



- Verify with your supervisor the work expected of you for that day, (be specific, get units numbers or service tickets).
- Confirm where supplies are and make sure you have what you need. If you need something not available communicate that to your supervisor immediately - don't assume they will know.
- Do **NOT** have your phone out while you're on the clock or listen to music on your headphones - even if other employees do.

### BE FRIENDLY!



- Greet and smile at residents - you see more residents during the day than the office staff does.

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### TAKING BREAKS



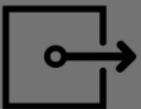
- Make sure your supervisor knows when you are going on any breaks, including lunch.
- Lunch breaks are 60 mins in length, unless specified otherwise.
- If your supervisor cannot be located, check in with the office before you take breaks or leave for the day.

### BE IN COMMUNICATION



- When you complete service tickets, or make readies, communicate with your supervisor immediately (or the office, if so directed).
- If you feel you've completed all the tickets or units that were assigned, ask to help in other areas or check in with the office to see if new tickets or make readies have come up.
- **DO NOT** assume the perm staff will know exactly where you are and what you are doing all day long, check in and communicate regularly, this guarantees you will be paid for **ALL** your work.

### BEFORE YOU LEAVE



- If any tickets, projects or make readies remain unfinished, give your supervisor a status report before you leave.
- Do not assume they know the status of your work without you communicating to them.
- Check in before you leave for the day to make sure your supervisor doesn't need anything else from you.
- Do not ever leave with any community property; including keys, remotes and tools.