



Tri-State Building Specialties

SALES ASSOCIATE “CUSTOMER RESPECT, NO TRICKS, NO PRESSURE” AGREEMENT

As a sales associate for Tri-State Building Specialties, you must agree to abide by the principles and precept of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ agree to abide by these guidelines when working with prospective customers/current customers for Tri-State Building Specialties:

1. I will not smoke inside the customer’s home.
2. I will not use foul language on the jobsite.
3. I will respect the customer’s time by being punctual.
4. In the event I cannot be on time, I will call to alert the customer and reschedule if necessary.
5. I will keep my clothing neat and clean.
6. I will respect the customer’s telephones, bathrooms, parking spaces, etc.
7. I will earnestly strive to find the best solution for each customer’s needs.
8. I will not utilize high-pressure techniques to force customers to comply with my requests.
9. I will not sell products or services to customers when they are financially not able to manage the investment.
10. I will give all of my customers a fair price and a fair opportunity to consider their options.
11. I will educate my customers on all sides of the purchase decision being made.
12. I will give my customers the opportunity to express any concerns they have and work to resolve them.
13. In the event that the customer is not ready to move forward, I will respect their decision.

(Sales Associate Signature)

(Date)

(Sales Manager Signature)

(Date)