



## What It Takes To Be An Employee At Rolling Green Nursery

### Who We Are:

Rolling Green Nursery is a family owned business that evolved from Rolling Green Landscaping, established in 1976. We sold our first perennials at RGN in 1990. We are a retail grower whose product is nursery stock: annuals, alpiners, perennials, herbs, vines, shrubs and trees, as well as gifts, and all other garden related products. Our success and growth depends on repeat customers who respond to our quality inventory and outstanding customer service they receive from our employees, and the overall experience and satisfaction when they visit. We wouldn't be in business without our customers and we want to be the best garden center they have ever visited. We consider our employees a team, and our most important asset. This is what we expect from you:

### Image

Image is very important to us. A neat and tidy appearance is always expected. Company shirts and/ or aprons are issued. Proper covered footwear is required based upon the physical requirements of your job. Men are expected to come to work with faces shaved unless they are growing a permanent beard or mustache. Because we interact closely with customers, it is important to maintain good oral and bodily hygiene.

### Performance

Our employees are expected to show up for work with enthusiasm and be consistently on time. We want employees who care about going the extra mile for the company and the customers, and expect employees to ask if there is anything else that needs to be done before the end of the day.. We encourage and reward our employees who take the time to think creatively, offering ideas or suggestions that might help the company run smoother, service the customer better, increase business or save us time and money. We expect the company policies to be followed and respected. We expect our employees to take ownership for their actions. Our employees must be self disciplined so that our company can concentrate its efforts on supporting our employees and taking care of customers.

### Physical Work Environment

You will work both indoors and outdoors in all types of weather conditions including sun, heat, cold and rain. Your job is physical and requires frequent bending, grabbing and lifting. You will be on your feet all day, standing, walking and throughout it all you need to be pleasant and energetic. Note: you will be required to lift a 5 gallon plant or 2 cu ft bag of soil on your own: 50 lbs. To perform your work duties in a consistent, high-performance manner, we expect you to be prepared. Raingear, boots, and a change of clothes are recommended. You will get wet and dirty on the job.

### Social Work Environment

We have a very social, caring and outgoing staff. It is important that you are able to get along well with people and the rest of our staff so we can maintain a cohesive team. Every employee is accountable for his/her workload and is expected to perform job responsibilities in a professional manner. In return we're flexible, and we'll support your growth both personally and professionally.

### Customer Service

As an employee of Rolling Green Nursery, you are expected to be prompt, polite, enthusiastic, energetic and courteous. We want our employees to have the ability to anticipate a customer's need before being asked. You will need to be patient when confronted with a challenge, and to continually seek out the knowledge about our plants and products. We expect our employees to act with a sense of urgency, as our customers' time is valuable to them. In order for our customers to have a memorable shopping experience, we must exceed their expectations, all with a smile.

### Summary

If you feel you have the qualities we have described and can work with the parameters of our company environment, we encourage you to complete our job application. Thank you for your time and interest in employment at Rolling Green Nursery.

**I have read and understand the above.**

**Applicant Signature** \_\_\_\_\_

**Date:** \_\_\_\_\_