



Core Values

*****I Can*****

*****Committed*****

*****Integrity*****

Culture Guide

Expectations for our Team

Be Early & Ready

Everyone wants to work with a team where everyone can rely on each other. It starts first thing every day. That's why we can all agree that, "when you're early, you're on time; when you're on time, you're late; and when you're late, you're lost." In addition to being early, we are always prepared to start the day by being properly dressed, groomed, and fed, with all of our work tasks in order when we start the morning and at other times during the day. Your appearance, behavior, and personal habits influence and impact your fellow teammates. Team members come to work each day ready to make a great impression.

Be Present

Everything that happens in our shop every day has an impact on each team member and influences how we interact with our customers. Team members who bring the best of who they are to work each day and not allowing issues in their personal life to negatively affect other team members. We consider our work environment to be "the stage" on which we perform our very best.

Be Tidy

We believe that people work best in a professional environment where they feel comfortable. Keeping our shop clean and organized is everyone's responsibility. If you see something that needs to be picked up, do it. If you see something during the day that needs to be cleaned up in order for others to work more comfortably or productively, just take care of it.

Be Dependable

The goal of our team is to depend on everyone else 100%. When you commit to do something for a team member or customer, make sure it gets done when you promised, as you promised. If you are not sure how to do something or you know there will be obstacles, say so. Team members form the habit of following up on actions they have initiated or things for which they have taken responsibility. Do whatever you can to make sure there are no loose ends and that you get closure on your projects.

Be Honest

We strive to be honest in all our interactions with each other and our customers, even when it is not convenient! Occasionally, you may be asked about something you have never heard before or that you are unclear about. If in doubt, just say you don't know, but that you'll be happy to find out. Just tell the truth; that way you'll never have to try to remember what you said.

Be Flexible

Changes are always taking place from time to time. Contribute to the changes with a positive attitude. That is how we grow and learn individually and as an organization.

Be Encouraging

Our team recognizes and acknowledges each other for contributions and performance. Take personal responsibility to thank team members who help you. Find ways to acknowledge those who do things that may otherwise go unnoticed. Congratulate customers for their accomplishments. Everyone likes to know he or she is important and appreciated. Others want to know that we really care about them as people. Show them you really care.

Be Respectful

Everyone likes to be treated with respect. When teams progress and work together, sometimes there may be differences of opinion or misunderstandings. Those can be times of great growth. Even though we may not always agree with each other, we work out our differences and always give the benefit of the doubt to the other person. We keep all of our verbal and non-verbal communication on a respectful level and treat each other in the manner in which we would like to be treated. If you have a problem, go to the person it involves. It is unacceptable in our office to spread gossip or talk behind a person's back. Always go back to the source of the problem and find a solution so the team can grow and move on.

Be Involved

We believe in involvement and participation by everyone. Speak up and make suggestions or identify solutions to problems. Don't just wait for someone to ask your opinion. Jump in and make a contribution!

Be Happy to Do It

Everyone likes to work on a team with individual members who are willing to do whatever it takes to make things happen. When asked to help or contribute, team members frequently respond by saying, "Happy to do it." Having a willing attitude makes teamwork happen.

Be Supportive

Every organization has leadership and organization to direct, guide, make decisions, and move things forward. People are not perfect; everyone has a blind spot. We all need support to do our jobs and carry out our responsibilities. Support everyone in their area of responsibility by responding, respecting, and supporting each person in their respective areas of responsibility both in and outside of his or her presence. If you can't support someone, go talk to him or her directly and get it resolved. It is unacceptable to be disloyal to any member of the team outside of his or her presence.

Be the Culture

Team members come from varied backgrounds and experience. We value the diversity and experiences everyone brings to the organization. Put that experience to work within the defined cultures of OUR organization. Leave any bad habits from previous employers behind and get fully engaged in the culture we have defined for the success of our organization and everyone in it. Promote the vision of our culture by being the living example of what Route 15 Body Works stands for when you are with fellow team members and customers.