

Ways to Keep your Job & Get the Raise you Deserve!

1. **Increase your Knowledge** – Look for ways to increase your skills, ask for cross training. The more you know the more your job will depend on your skills.
2. **Maintain a Positive Attitude** – Enjoy being at work, avoid complaining and gossiping, smile and say hello to everyone. The more people like you, the more people will value you as a worker.
3. **Be a Good Listener** – Show your co-workers you care about what they have to say. Listen to and follow directions. The more you understand, the better you can exceed your job's expectations.
4. **Show Initiative** – Go the extra mile; learn to say “How can I help” instead of saying, “that is not my job.” Always look to exceed the expectation of your employer.
5. **Demonstrate Dependability and Reliability** – Arrive to work 10 minutes early, use sick days for emergencies, complete tasks before the deadline, and keep your word. This way you will always be a “go to person.”
6. **Focus on Extraordinary Customer Service** – Understand that the customer should always feel happy. Try to resolve the customer's problems. Learn how to satisfy your customer, and do not let difficult customers prevent you from providing quality services.
7. **Demonstrate Good Problem-Solving Skills** – Share your ideas of how to make it a better work place. When you present a problem offer a solution. Think about how to make the best decision based on the policies and procedures.
8. **Be a Team Player** – Understand that you will work with many different personalities. Avoid conflicts. It is ok to say you are sorry. Be willing to help your co-workers when needed.
9. **Understand your Role** – Know what is expected of you and exceed those expectations. Read your job description. Ask what your boss expects from you. Review evaluations tools.
10. **Follow the Employer's Policies and procedures** – Understand how to perform your job based on the company's policies. Complete tasks based on the set procedures. Ask clarifying questions when you do not understand a procedure.

