1600: Service Center Maintenance / Image

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Section: Real Estate
Subject: Service Center Maintenance / Image
Approved by: Harvey L. Massey
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Policy

SERVICE CENTER FACILITIES

The office and grounds should be kept neat and clean. The condition of the facilities has an impact not only on the general public, but applicants applying for work, as well as the current Massey employees. The condition of the office reflects the personality and attitude of all employees. The facilities should be inspected periodically with attention directed to the following areas:

1. Outside
    - The building exterior and grounds should be well-maintained with existing landscaping properly cared for
2. Signage
    - Proper signage displaying the standard Massey logo should be present on both the building and on a pole-mounted sign if in a high traffic area.
3. Interior Office Space
    - The general office area should be clean and orderly. Employees attitudes and outlooks are influenced to a great extent by the general appearance of the office. A neat, clean work environment will instill a sense of pride in all the people.

4. Sales and Service Rooms
    - The work areas used by the sales and service people should be kept clean and neat. Sales and service wall charts and boards should be prominently displayed. Literature and forms should be organized for easy availability.

5. Chemical and Storage Rooms
    - All rooms used for chemical storage vehicle parking and general work areas should be kept clean and properly organized.
    - The employees will tend to place less value on equipment and supplies which are in poor working condition or stored in a haphazard manner.

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