

Goals and Standards

In the following statements place a **G** in the box if it is a goal and an **S** if it is a standard.

1. Breakages in the kitchen should be kept to a minimum.
2. To eliminate maintenance coding errors for existing computer programmes by 1 October, at a cost not to exceed 40 working hours.
3. Reduce cost of ongoing operations by 1 January.
4. Telephones to be answered quickly and messages taken when necessary
5. To reduce burner maintenance cost by 15 percent before 15 November at a once and for all cost not to exceed £10,000.
6. To increase sales of men's watches by 10 percent before 1 June with no increase in costs.
7. Appreciably reduce time lost by accidents by the year end.
8. Errors in recording class enrolment will not exceed 2% of the total monthly enrolment.
9. Telephones should be answered after no more than 2 rings. Telephone manners are expected to follow those prescribed in the Company handbook.
10. Messages should include date, time of call, relevant names and numbers and the nature of the call.
11. To increase Western regions sales by £200,000 by year end, at an increased cost of sales of less than 5 percent.