



MEMO

To: <Recipient's name>
From: <Your name, sender>
<Title>
Re: The Ultimate Expectation, company policy reiterated
Date: <today's date>

Dear <Name> -

You have been hired to handle some pressing needs we have here at <Company name>. Could we have gotten by in not hiring you, we would have; but we've determined that we needed someone with your skills, experience and attitude and that you were the best person to help us satisfy those needs. We have offered you the position and you've accepted, thank you for your commitment.

Throughout your employment you will be asked to do many things: general responsibilities, specific assignments, group and individual projects. You will have many opportunities to excel and to confirm that we've made the right choice in hiring you.

However there is one foremost responsibility that may never be specifically requested of you, but that you need to always keep in mind through the duration of your employment. We call this "The Ultimate Expectation" and it is as follows:

"Always do what needs to be done without waiting to be asked."

We've hired you to do a job, yes, but more importantly, we've hired you to think and act in the best interest of <Company name> at all times. If we never say this again, don't take it as an indication that it's no longer important or that we've changed our priorities. We are likely to get caught up in the day to day minusha, rush of activities, and the never ending changes of this operation. At times it may appear like this principal no longer applies. Don't be deceived by this – it always applies!

Strive to always maintain "The Ultimate Expectation" as a guiding principal during your employment with us at <company name>, a philosophy that is always with you, one that is always driving your thoughts and actions.

As long as you are employed with us, you have my permission to act in our mutual best interest. If at any time you do not feel we are doing the right thing – the thing you the thing you believe would most help us all – please say so. You have my permission and I encourage you, to speak up when necessary to state what is unstated, to make a suggestion, or to question an action or decision.

This doesn't mean that we will always agree with you or that we will necessarily change what we are doing; but I always want to hear what you believe would most help us better achieve our collective goals and purposes, in order to create a mutually successful experience in the process.

First though, you must seek to understand how and, more importantly "why", things are done the way they're done before you seek to change existing work processes. First, try to work within the systems that are in place, but certainly tell us if you think those systems should or could be changed and why you feel that way.

I encourage you to proactively discuss what is presented here with others in the organization – and with me – so that we might ALL get better at applying "The Ultimate Expectation.

All the best –

Sincerely;

<name>
<title>

Cc: individual personnel file