



Site Operating Procedure

You have been hand-picked from a field of many to join our winning team. We look forward to your contribution to our team effort in striving to meet our targets and goals. We expect a lot from you, but we will give a lot in return.

This conditional offer of employment is based on successful completion of our three-day Paypoint Training Program.

OUR SERVICE STRATEGY

"We will Genuinely deliver fast, friendly and responsive service, so that our Guests feel welcome and appreciates."

Our team commitment at Petro-Canada is to meet our business objectives of offering Genuine Guest service, by keeping our store clean, handling Guest concerns effectively, offering Guests the opportunity to participate in our Petro-Points Loyalty Program and to purchase added-value items in-store.

You'll start to get the hang of our Guests' needs once you work the Paypoint and see your trainer in action!



Our site is participating in the Team Up and Win incentive program. Site targets are communicated on a monthly basis. You will be assigned specific targets for in-store specials or "hero" products, Petro-Points and Guest service. Upon achieving your targets, Petro-Points are awarded and can be redeemed for exciting prizes. You will receive more information on how you can achieve Petro-Points after your training is complete.

ALWAYS REMEMBER, OUR GUESTS COME FIRST EVERYTHING ELSE COMES SECOND

I maintain an open door policy. Please feel free to come to me with any questions or matters of concern. Problems will be dealt with quickly, fairly and in an orderly fashion. A happy team is a Winning Team!

Work schedules are prepared two weeks in advance. Once posted, these schedules are not subject to change without management authorization. Paydays are the 15th and the 30th day of each month. Pay period cut off is the 13th and the 27th of each month. If you are not able to work your scheduled shift, it is your responsibility to arrange with another employee for coverage. We will talk more about this during your training.

At Petro-Canada Site, we are very much a team and strive to help each other where possible. We like to have a lot of FUN and it shows in the people that work here. Our secret to success is to attract a Winning Team with high expectations and drive. We feel we have done that by hiring you!

As the Manager, I believe I'm only as good as the people I hire. I can provide you with the tools and training needed so you are in a position to win, but at the end of the day, it's all up to you!

~I look forward to working with you~
Welcome to the team!

J'ai été encouragé à poser des questions s'il y avait quelque chose de pas clair à mes yeux. En aucun temps j'ai été forcé, dir

Ernest