

Who's Really Entitled?

I am an employer, and I am **entitled**.

I am **entitled** to you arriving here to the job on time, each day, ready to work until the last minute of your shift.

I am **entitled** to you being positive and enthusiastic as you approach the tasks you are assigned, regardless of what they are, or anything that may have happened to you before you arrived at work.

I have no right to choose how you look, dress, or communicate in your personal life. However, while you're at work, I am **entitled** to you being a professional, and acting and speaking like one, showing up dressed and groomed in a way that best represents *this* organization, and the image we need to project to the world.

I am **entitled** to you doing the work you are paid to do to the very best of your ability...*and then some*. The only way this business will grow, and provide opportunity for you to grow with it, is if you are continually looking for ways to excel, achieve, solve problems, and add value whenever and wherever you can.

I am **entitled** to your respect for my rules, whether or not you agree with them. I want you to enjoy working here and like your managers, but that's not a condition of your willingness to follow company policies.

I am **entitled** to the truth. So, if you are not ill, please do not call in sick. If you handle money or merchandise, every cent must be accounted for. If you lie, cheat, steal, fudge, or "hook a buddy up" -- even once, the trust I need to have in you will forever be in question.

It's our customers, however, who are even more **entitled**. They are the ones who pay our wages and keep this business running. That makes them **entitled** to fast, friendly and courteous service from everyone in this organization, and you need to go out of your way to show them how much we appreciate their business.

If you agree with this list of entitlements, then you're not only **entitled** to a paycheck, you're also **entitled** to me living up to these same high principles.

However, if you feel like I'm asking for too much, then you're always **entitled** to search for some other employer who doesn't expect these things from you.

...and that may be more difficult than you think!

Eric Chester composed The Entitlement Creed drawing on the collective input from more than 1500 employers throughout North America