

HIRING GREAT ATTENDANTS

Top-notch attendants can be a big key to your laundry's success. Here are a few tips for finding the right attendants for your store.

Advertise

Most long-term attendants live very near the laundry. A prominent "Help Wanted" sign in your store's window will attract potential job applicants that probably live near the laundry. Add a brief description of what you are looking for and the hours required. This will eliminate unqualified job seekers upfront. Keep a pad of pre-printed job applications handy and have each applicant fill one out. Use these to call the applicants in for an interview.

First Impressions

When an applicant arrives for the interview you have a chance to pick up some quick initial information. Did she arrive on time? Did she drive herself to the interview or rely on someone else to give her a ride? Does she look neat and is she dressed appropriately for the job? Because most people make a special effort to look their best for a job interview, this is probably the sharpest you will ever see this prospect look. If this first impression is not favorable, wrap up the rest of the interview quickly. Thank her for her time and say that you will contact her if you need any further information.

Smile!

As you talk to the applicants to find out more about their work experience, references, etc. pay attention to the less tangible aspects of the interview as well: without exception a good attendant is an outgoing and friendly person first. Does the applicant smile easily and seem very personable? If so, this may be the right person for the job. **It's easy to train a nice person to be a good attendant, but it is impossible to train a person to be nice. Hire friendly people!**

Decisions, Decisions

Ask each applicant the same questions, so you have specifics to compare when making your decision. Avoid prospects without a telephone. Look for someone who has reliable transportation and childcare. Ask if she has worked with money and the public before, and make sure she knows how to count out change to your customers. Make notes during and immediately after the interview, while your memory is still sharp. Check references carefully to weed out problem employees.

Training

When you hire your new attendant, arrange a week-long trial and training period. If you can't do this training yourself, have your **best employee** train her. This will start her off with a positive attitude, and teach her the work ethic that will make her a long-term employee.