

WINGS Center - Advice to Applicants

Thank you for your interest in working with us. We think you will find our approach to hospitality to be different from that of most other employers in our market and we think this is the secret of our success. Our company has several significant goals:

1. To Earn A Reputation As The Best Employer In The Area

To achieve this goal we will hire the MOST QUALIFIED people we can find. We will support their development both within and outside the organization. We will talk to them, listen to them, learn from them, pay them well, and demand a lot from them. We will enjoy high retention rate (over 80%). We will have a waiting list of people who want to join the company. We believe that only happy and professional staff can give the level of professional service we demand.. We see an investment in people to be a worthy investment in the future of Wings Center.

2. To Operate The Most Successful Facility in The Market

Our operations will be exciting, diverse, and profitable. We will consistently deliver on our service guarantee of *"a great time every time"* and foster HIGH PROFESSIONAL STANDARDS.

We will win the local polls that measure of our position and regard in the community. We will consistently achieve the highest volumes in our market and have waiting lines when our competitors are only half full. We WILL DEVELOP A LOYAL REPEAT TRADE. WE WILL FIND WHAT OUR CUSTOMERS WANT AND THEN DO EVERYTHING IN OUR POWER AND MORE TO DELIVER IT. We will maintain rigid standards of cleanliness. We will consciously re-examine our operations to stay fresh, responsive and innovative to our market while being progressive for our staff.

3. To Be A Good Citizen Of The Community

We will support worthy local charities with money, resources and volunteers. We will maintain a high visibility in local activities. We will seek ways to actively participate in creating a community we can be excited about living in.

4. Be A Model For Open, Participatory Business

Business cannot get where it needs to be by doing business the way we have always done it. We are electing to be that new model. We will maintain an open, honest dialogue with our staff concerning compensation, rewards, benefit and recognition. We will involve staff in policy-making. We will continue in the direction of greater professionalism and more fun knowing that we will be judged on our results!

5. To Maintain A Personal Working Relationship With Our Staff

We will strive to work together to create a working environment that is not polar or "them against us". We believe the way to achieve the kind of business environment we want is to create a trusting relationship with our staff. In this atmosphere, both staff and company can work out difficulties and make decisions together. We believe that this is more conducive to operational flexibility and personal well-being. We cannot imagine a problem that cannot be resolved with this "pull together" attitude.

6. To Have A Good Time!

We recognize that people come to us because they are seeking fun. We will build fun and lightness into our company in the interest of our collective mental health and peace of mind.

***We are not just another job and we are not looking for just another job applicant.
This letter will give you some ideas of what to expect and how to proceed from here.***

1. Do not try to fill out this application now. Take your time, think carefully about it, fill it out COMPLETELY, even if you enclose a resume. If a question does not apply to you mark it with a N/A so we will know that you did not avoid the question. A service business is a business of details and we will only consider people who share our concern about the importance of handling all the small points.
2. We will verify all information you give us on the application. Any false or misleading answers will disqualify you from consideration, no matter how talented you may be. Please understand that we are not as concerned with what you tell us as we are that you give us the truth. Honesty is always the best policy especially if you become part of our team.
3. We are committed to maintaining a drug-free workplace. This means that we do not tolerate possession of drugs or alcohol on the premises, nor do we permit our staff to work under the influence of drugs or alcohol.
4. All of our operations are completely non-smoking. This means there are no cigarette breaks and we do not permit staff to smoke on the premises.
5. We will verify all of your references. In addition to your supervisors, we want to talk with your co-workers and anyone who may have worked with or for you in past positions. If we cannot check your references, we cannot consider you for employment so be sure you list valid names and phone numbers. It does not matter if they still work for your old company or not. In fact, often it's better if they don't. Please be sure that everyone you list is aware, knows to expect a call from us and has your permission to talk with us. It will require some work on your part, but then, it takes a little extra effort to succeed in business!
6. Be sure to include the correct phone numbers for school offices and former employers. This may cost a long distance call or two but we will not consider applications that do not have this information.
7. On the last page of the application, we give you the opportunity to make a sales pitch. We suggest that you give it some thought and present a case for yourself. After all, if you don't believe in you, why should we ?
8. Read the final statement on the application carefully before you sign it. If you have questions, please ask them before you give us your application. After you've completed your application call to make appointment to submit it. This will be an appointment that lasts no longer than 30 minutes. It will be a sort of "screening" process and may include some short tests. Please aware that this is a "real job interview" and that first impressions are powerful. Be on time and know that what you do and how you do it are being evaluated throughout the process.
9. Based on our observations, test results and a review of your application you may be asked to return for a second interview. Know that we take staff selection very seriously. If you are a final candidate you can expect at least one audition as well as one more interview and a trial position. We will ask you to demonstrate skills, playact some potentially tough situations and give ideas and viewpoints on different subjects. We will not take any "warm body" just to fill a vacancy quickly. Please be patient. We go to all this trouble because our goals and our standards are very high. If you are good enough to become part of our staff you are an exceptional individual! With very rare exceptions, if you need a job today, you should not count on us to provide it. Find something else while we work on processing your application.
10. Because our staff is actively involved in the operation of our company, do not be surprised if portions of

the selection process are handled by persons other than our managers. We give our staff a voice in the selection of their co-workers and we believe they can be excellent judges of the talents of their peers.

11. We are an equal opportunity employer and we select only qualified applicants for every position. Period. We will not discourage you from applying for any position you feel qualified for. We will make a selection based on strengths you feel you bring to our team and how you fit into our culture. We are looking for people committed to a professional excellence and superior customer service who will make a positive contribution to our company for as long as we choose to work together.

12. We often bring people into our staff on a limited basis and change their duties or add to their hours or responsibilities as work performance justifies it.

13. We expect you to take an active role in your own successes and the success of your co-workers. Toward this end, it will be part of your job responsibilities to help train your co-workers for positions of higher skill and responsibility. You will be evaluated not only on your performance but on your team effort as well.

14. We will regularly evaluate your performance so you know how you are doing and where you stand. The purpose of this is to assist you in your personal and professional development. You will also be asked to give your own performance review as well as a review of your supervisors performance. There will be no secrets about job performance and poor performance will not be ignored.

15. If you are not offered a position your application will be discarded. We encourage you to apply again later if you are still interested. Sometimes it takes a second or third try to be successful at something. You must decide if what we offer is worth your effort to meet our high standards.

Whatever your choice, we hope that you will succeed in your endeavors. Thank you for your interest and time. Best of luck in the future ... whatever direction you may choose.

With Best Regards,

Shauna Swank-Sahlein
Vice President, Wings Center
Marketing Director