

**I- Welcome to XYZ and Introduction**

1. Organization Description
  - Products and services provided
  - Facilities and location (s)
  - History, mission and goal
  - ....
2. Introductory statement
3. Customer Relations

**II- The Employment**

- Nature of Employment
- Employee Relations
- Business ethics and conducts
- Personal relationships in the workplace
- Conflict of interest
- ...

**III- Employment status and records ....**

**IV- Employee Benefit Programs....**

**V- Timekeeping ...**

**VI- Work Conditions and hours ....**

**..... Sample Section: CUSTOMER RELATIONS**

Customers are among our organization's most valuable assets. Every employee represents XYZ Company to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

XYZ Company will provide customer relations and services training to all employees with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to the responsible person: Mr. xxxx, for appropriate action. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of XYZ. Positive customer relations not only enhance the public's perception or image of XYZ, but also pay off in greater customer loyalty and increased sales and profit.