

## PROFESSIONALISM and CONFIDENTIALITY

Kitchen Consultants has been representing appliance and food manufacturers since 1972. Every time you leave home for an assignment you are a representative for all of us. First impressions do count. Your enthusiasm, energy, pleasant personality, good appearance and positive attitude will help you educate consumers and sell product.

Your loyalty will be with Kitchen Consultants and Maytag. You may from time to time be on the sales floor with other representatives for competitive brands. Some of them may even be consultants with Kitchen Consultants. Remember, you have signed a confidentiality agreement regarding Maytag information. Just as you are curious to know what the competition is doing, they also will be trying to find out what you and Maytag are doing. It's great to be friendly, but don't share information.

From time to time you will be given advanced knowledge of new products. That is for your own information and not to be shared with anyone until it becomes public knowledge. The words Proprietary and Confidential mean just that.

You have accepted the responsibility of staffing your Fry's Electronics store, and Kitchen Consultants and Maytag will be depending on you. Should an emergency arise, please call your partner for the store you share; if that person cannot cover for your hours, call Krista Kamansky or your area lead immediately. It is your responsibility to work scheduled work shifts. Inability to work scheduled shifts can result in a reduction of your hours up to termination of KC's need for your consulting services.

Always look professional and ready to work when you enter the store. Your uniform will be the Maytag shirts you receive at training, black or khaki slacks and good condition, nice looking shoes—remember, you will be on a stage with your feet much closer to the consumer than we are all used to. Use your travel time to mentally prepare yourself for your Maytag Innovation Stage Seminars. Do an attitude adjustment that helps you focus on the successes and satisfactions you'll experience as you share your enthusiasm for the great Maytag appliances with customers and less knowledgeable sales associates. You're dressed to sell, you know the information, you believe in Maytag and can share your knowledge with ease.

**SMILE AND SPEAK WITH ENTHUSIASM.** If you show a real desire to be of service to customers, they will be very attentive to your message. The same questions will be asked over and over again. Soon you'll have a variety of responses that flow effortlessly, both on the stage and on the sales floor.



## THE COMPETITION AND ADDITIONAL REQUESTS FOR WORK

You may be approached directly by competitors, agency personnel, and dealers to do work for them. It would be unprofessional and very shortsighted to accept work directly from an existing client. It is also a conflict of interest to take work with a competitor.

Agencies, food clients and others who find out about you while you are on a Kitchen Consultants assignment, often want to use your services for another project. That can all be negotiated, and in fact, Kitchen Consultants may already have a contract with their company that they personally may not be aware of. Please have them contact Kitchen Consultants at 800-285-9550 or e-mail Krista, Donna, Heather, Hillary or Edna @ kitchenconsultants.net.

Kitchen Consultants has over 30 years experience negotiating agreements and an amazing record in the industry of paying Requests for Payment in 3 weeks or less. We are always working to secure more jobs for the Kitchen Consultants Network. You may receive calls from Donna or Heather with other job opportunities in your area now that you're on the Kitchen Consultants team. Please respond quickly with your availability when called.

Your suggestions and comments are gladly received. Kitchen Consultants is constantly seeking to better serve our clients and your input is essential.

