

# Golden Rules

## "A Code of Conduct"

1. Be on time. (Always.)
2. Always be in a great mood. (Fake it when necessary.)
3. Come to work prepared.
4. Be informed. (Read all memos and information.)
5. Gossip is not allowed.
6. Hold each other accountable (24-Hour Rule).
7. Resolve all personal challenges with love.
8. Go to the decision maker with any apparent unsolvable challenges. Use the "Go In Asking" Rule.
9. Be knowledgeable, literate, and articulate.
10. Always "look the part" of an impeccable professional.
11. Be professional always.
12. Do not get personally involved with clients.
13. Personal lives remain personal.

Be Nice  
(or Else!)

From the book *BE NICE (OR ELSE!)*, by Winn Claybaugh  
1.800.459.4007, [www.BeNiceOrElse.com](http://www.BeNiceOrElse.com)