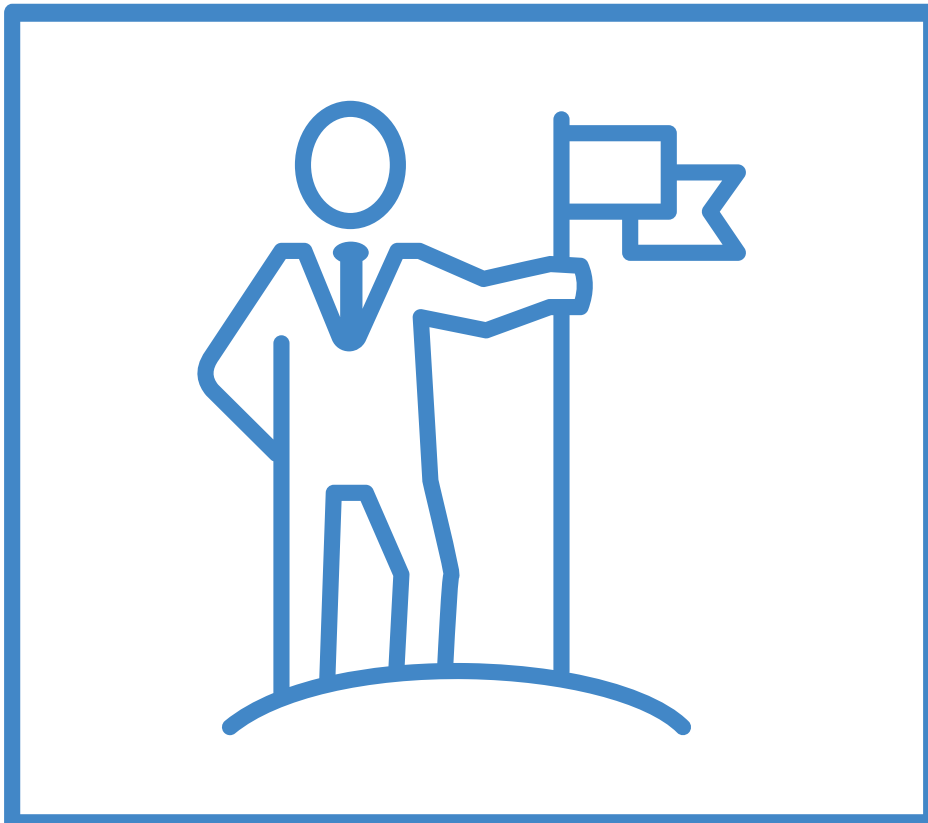




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Xobee Networks was founded in 1996 on these 5 Categories of Procedures. Following each and every one of these will help you achieve great success at Xobee and potentially in other areas of your life.



Expectations

Strive for greatness.

- SLA (Service Level Agreements)
Know what your clients and Xobee expect from you and then uphold those expectations.
- Respond to emails THE SAME BUSINESS DAY!
Even if to say you'll be able to get back to them within the next 24 hours.
- The WOW Effect - Always EXCEED our client's expectations.
Strive for that feeling you get when you go above and beyond and even exceed your own expectations.



Communication

Use these tools to help you better your communication skills.

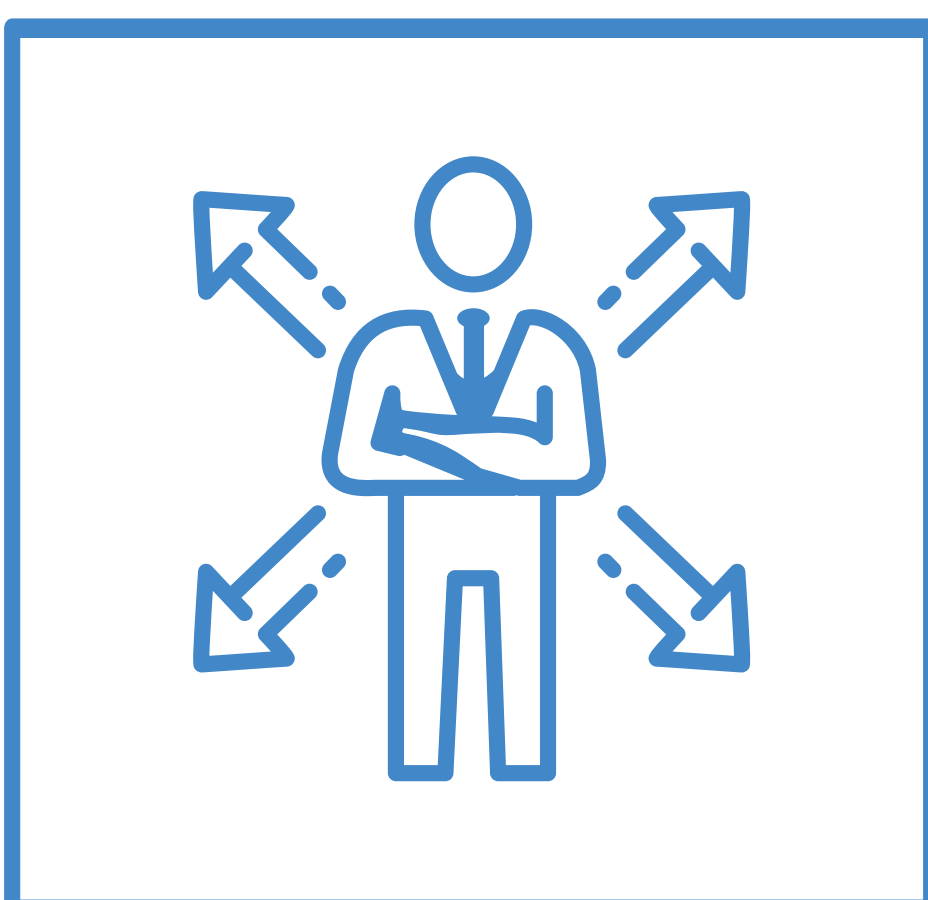
- Check In, Check Out.
Every time you perform a task for a client, whether it's in person, via email, or on the phone.
- OVER Communicate!
Communicate in a way that shows the value of your work.
- Stay Clean and Organized.
Clean out your inbox daily, scheduling any appointments on yours or others calendars (delegation) or respond to the client as needed. If an email doesn't apply to you or no action is required, delete it (clutter is distracting).



Management

Manage your work space properly to ensure you stay organized every day.

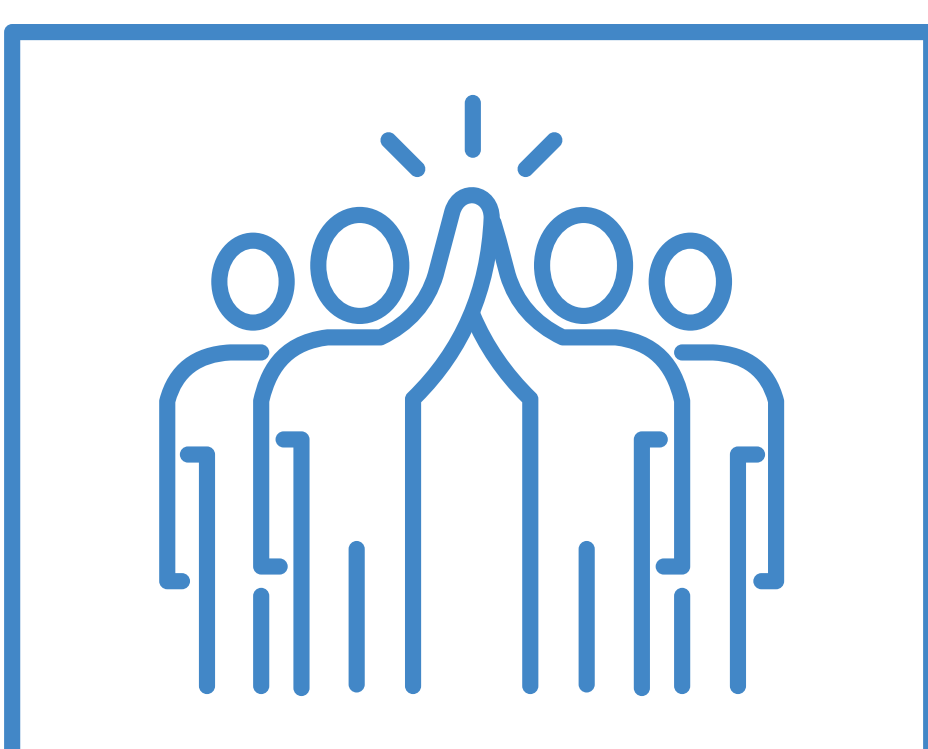
- Update your appointment notes directly after EVERY appointment.
This way things are still fresh in your mind.
- Schedule future follow-up visits or simple check-ins immediately.
For example: If you tell a client you'll check-in in a week, schedule that follow-up on your calendar.
- Be precise in your appointment notes and details.
For example: state "Confirmed 1pm" or "specify usernames that were assisted"
- Use your inbox as a To Do List, but ensure it is cleaned out daily.
Items scheduled, clients responded, products/services sent to orders, etc.
- Delegate as appropriate and as needed.
Enduring communication, client expectations, and the right tech is working the right task.



Self Leadership

Empower yourself as your own leader.

- Accountability - Take ownership of your role as a leader.
Make the best of every decision you've made, both good and bad, for Xobee and our clients.
- Authority - WWXD (What Would Xobee Do?) You won't always be able to ask someone "what should I do?"
Take Initiative. When you fail, learn from it and keep moving forward. Learning from mistakes creates future success.
- Responsibility - Always do your best and follow through on your commitments.
You will make mistakes. You will perform 110% on day and 95% the other, but always strive for 110%.
- Predict - Forecast how things should be and how they should go.
This will minimize surprises in the unknown by being prepared.



Success

Let these factors be your guide to bring everything together.

- Be the BEST at what you do, no matter what you do - 110%
- Make sure you're having FUN and keeping a positive attitude (clients will feed off your positivity).
- Strive to keep clients satisfied - The WOW Effect.
- Be a leader - For every problem you have, suggest a solution.