VIRTUAL TEAM MEMBER GUIDELINES

MISSION & VALUE:

- What are the team member's primary responsibilities? *(Consider attaching a Job Description)*

- What 'Value' does the team member provide for the company and customers?

DAILY WORK SCHEDULE AND MINIMUM EXPECTATIONS:

- Hours of operation / work?

- Start time?

- Stop time?

- Scheduled breaks?

Minimum expectations of Activity and/or Performance?

NOTES:

MEASUREMENTS & TIME FRAMES: *What will be measured and how often?*

Standard/Expectation	Measurement & Frequency

Available Communication Times:
During which hours each day will the team member be available to receive calls?

Frequency of Email / Voicemail Checks:
How often each day will the team member be expected to check emails and voicemails?

Tele-meeting Schedule:
When will you and your team member have phone meetings to ensure ongoing communication?

Communication Protocol:

What should be communicated by voicemail? What should be communicated by email? What can wait until your next scheduled tele-meeting? What can wait until your next face-to-face meeting? What constitutes an "emergency" when you should be contacted?

Technical Standards:

Who do I contact with any technical issues or support? How should data be backed up and how often? Am I meeting all IT security protocol requirements, etc.?

This is to acknowledge that we agree to the standards shown above:

Team Member	Manager

Date	Date