

**3. Kept the entrance clear.**

**4. Removed carts from the parking lot so that we did not run out in the store.**

**5. Had all customers present their sale receipts before leaving the store.**

gain using the Wal-Mart example, the following contributions are well defined:

**1. Greeted an average of 600 customers daily with an offer of a cart, a smile, and the best-looking Wal-Mart uniform in the store. Took three classes at the community college in inter-personal communications, improving my ability to handle customers. Reduced my weight by ten pounds to appear more professional in my uniform.**

**2. I placed sale fliers in every cart and hand basket and then personally handed out fliers to those that didn't take a cart.**

**3. Not only was the front of the store clean and orderly, but I also had a door open at all times so that the customer could just walk through an open door instead of opening it themselves - especially helpful for the parents with children. Saved the company an average of \$1.50 per day in electrical savings by not using electrically opened doors.**

**4. Ensured that all carts were removed from the parking lot, an average of 200 per day. I personally wiped down all the returned carts so that they were clean and ready to be presented to the customers. Oiled all wheels and ensured that not a single cart was used that had a squeaky or inoperative wheel.**

**5. Ensured an average of 400 customers leaving the store with purchases had their receipt and had paid for all their goods with dignity and with the assumption that all customers were honest and truthful. Handled all indiscretions of purchases out of earshot of other customers, thereby preserving their self-respect.**

Exact sentences with well-defined and measurable Significant Contributions on the officer's OER Support Form can be transferred directly to the OER. That should be the goal for completing this portion of the Support Form. Officers tend not to use adjectives and adverbs in their descriptions of their performance. They should be instructed to rewrite sentences so that they say what an achievement has contributed to the organization or officer. The rater and senior rater can then embellish the adjective or adverb in a more laudatory tone. I hope this simplified Support Form will help you throughout your next rating period and improve your ability to sell yourself on your next OER.

[http://www.quartermaster.army.mil/oqmg/Professional\\_Bulletin/2003/Summer03/Selling\\_Yourselves\\_on\\_Your\\_OER\\_Support\\_Form.htm](http://www.quartermaster.army.mil/oqmg/Professional_Bulletin/2003/Summer03/Selling_Yourselves_on_Your_OER_Support_Form.htm)