
■ Introduction

The purpose of the Russell R. Mueller Retail Hardware Research Foundation is “to conduct continuing research and education activities dedicated to improving hardlines retailing.”

The *Human Resource Handbook*, first published in 2000, was developed as a practical desktop guide and reference for small and medium-size businesses in the hardware/home improvement industry. It was designed primarily for owners and managers who deal with human resource management matters without the support of large, corporate-style human resource departments.

It was an immediate success, with more than 5,000 copies going into distribution within weeks of publication. During the intervening years, some of the information became outdated and the *Human Resource Handbook* was taken out of circulation. But requests for it continued. This current edition of the *Human Resource Handbook* contains the same kind of helpful information as the original but has been updated to ensure that information is current.

The *Handbook* is designed to provide accurate and authoritative information with regard to the subject matter covered. It is provided with the understanding that the publisher is not engaged in rendering legal, accounting or other professional services. If legal advice or other expert assistance is required, the services of a competent professional person should be sought.

General topic areas discussed include hiring, compensation and benefits, discipline, regulatory issues, training and development, recordkeeping and related subjects. Numerous forms, charts and resource lists are included.

The *Handbook* follows the logical employment progression beginning with recruitment, through career development to termination of service. Throughout, the *Handbook* explains how to apply common and correct principles of human resource management in a simple, straightforward manner.

The Mueller Foundation, the author and those contributing to its development are pleased to offer this revised and updated *Human Resource Handbook* as a practical and valuable tool to facilitate and enhance the effectiveness of hardware/home improvement owners and managers in their everyday dealings with employees.

How to Use the Human Resource Handbook

This electronic version of the *Human Resource Handbook* is designed to make it easy to navigate from chapter to chapter and section to section. It can be printed out in its entirety or by individual page. The Appendix at the end of the *Handbook* contains forms that can be easily downloaded for your use. Many of these forms are available in Microsoft Word documents that can be customized with your company's name and logo, or printed out on company letterhead. Simply click on the forms in the Appendix to download these forms.