Week 2 Case Study - Performance Management at KS Cleaners (KSC). Read Case Study 2 - 2 in your textbook and answer the following questions: 1. In the context of KSC, critically evaluate the availability of any prerequisites to implementing a performance management process. 2. Discuss your plans for developing formal job descriptions for the employees at the second shop. 3. Explain key features of developing performance plans for the employees. Provide examples of factors you would consider in developing such plans for the dry cleaner. 4. In the context of KSC, create two results-oriented performance standards for the general duty employees. 5. The following information was obtained from O\*NET. 41-2021.00 - Counter and Rental Clerks Knowledge: Customer and Personal Service—Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Technology Skills: Database user interface and query software—Database software. Abilities: Oral Expression—The ability to communicate information and ideas in speaking so others will understand. Work Activities—Performing for or Working Directly with the Public—Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests. Discuss the factors that should be considered in establishing behavior-oriented performance standards for the general duty employees. Give an example of such a standard. 6. Provide a detailed discussion of both the responsibilities of the manager and the responsibilities of the general duty employees during the performance execution phase. 7. Explain the process that Kevin should use to get information when he is developing the performance assessments for the general duty employee.