

# **Union Recreation Desk General Staff and Area Policies**

## **Student Job Information**

Position: Student Attendant at the Union Recreation Desk/University ID

Job Title: Student Attendant

Job Code: 9398 Job Grade: 1H

Department: A. Ray Olpin University Union

Date Prepared: March 2012

## **Position Summary**

We interact as Customer Service Representatives for the Union by providing services to students, staff, faculty and the community.

## **Qualifications**

This is a student position. It requires working with people in a helpful and friendly manner. You must be accurate with numbers and detail-oriented in handling financial transactions. It is also required of you to have the ability to work effectively in a team setting, under the pressure of deadlines, schedules, and varying traffic flow.

## **Orientation and Training**

Specific training will be completed within each area by supervisors and/or area managers. Most of the training is gained through hands-on experience. Therefore during the probationary period (first 90 days) ask a lot of questions and explore everything.

## **Customer Service/Etiquette**

The Crimson Commons is service center to provide students, staff, faculty, and community with a place of recreation. It is imperative as your job duties to provide the best customer service. We are in business because of our customers so it is important to treat our guest with the upmost respect. Etiquette is a part of customer service and includes having the right attitude and professional appearance. Familiarizing yourself with this policy as well as other operational policies will help you to be a successful employee at the Crimson Commons.

## **Dress Code**

ALL EMPLOYEES: No inappropriate/lewd material visible on clothing. No tank, tube, halters or similar shirts allowed. No hats/beanies of any kind. No sunglasses.

MALES: Pants must be worn around the waist; no overalls, no short-shorts- PLEASE! (Shorts must go past your fingertips); no spandex, no sweatpants.

FEMALES: No short shorts or daisy dukes (shorts must go past your fingertips); skirts must be fingertip length or longer; no overalls; no spandex; no sweatpants.

IN GENERAL: Employees need to practice good personal hygiene. Employees must be neatly groomed and free of body odor. If cologne/perfume is worn please keep it to decent levels in respect for customers and your fellow employees. Employees will be free of excessive body piercing (can't have multiple piercing on nose and both eyes and lips at the same time for example) and tattoos must not be distracting (i.e. full sleeve is inappropriate, etc.) Campaign shirts are never to be worn while on the clock in any of the areas you are working for any reason.

### **Etiquette**

Use good judgment and keep customer service in mind. Act in a professional manner.

#### **Do's:**

- Be polite
- Pay attention to your surrounding
- Listen attentively, give eye contact
- Smile
- Be respectful
- Be helpful
- Be professional
- Stand up when a customer approaches you
- Ask a fellow employee or manager for help if you are unsure how to help a customer
- Diffuse a situation if a customer is upset. They usually just want to be acknowledged
- Thank the customer for their business
- Have pride in the work you do
- Follow policies
- Take initiative and be more active to go above and beyond job duties
- Follow the mission and visions of the University Union- we are here to serve

#### **Don'ts:**

- Assume you know what the customer wants
- Be a know it all
- Be rude or disrespectful
- Sit on the counters
- Put feet up on the counter or candy shelves
- Have personal visits or phone calls more than 5 minutes. Remember you are at work and it is not professional to have your visitors hang out with you at work. Politely tell your visitor that they need to leave.
- Make matters worse if a customer is upset

## **Chair/ /Laptop/ /Printer Policies**

A chair is for convenience only. When you see a customer approaching you **MUST STAND UP IMMEDIATELY** and be approachable.

Customers always come first and failure to put customer first will result in disciplinary action.

Once all job duties are completed you may use a laptop for homework and checking email. Downloading of any kind and looking at inappropriate material is prohibited. When you are using your laptop you should be facing in a way that you still have full peripheral view of desk and customers that may come up.

Headphones are **NOT ALLOWED** at any time at work.

Laptops should not be blatantly visible to customers. When a customer comes up to talk to you, they don't want a laptop in their face. Laptops may not be placed on the main counter (where the gum is) if it is visible to customers and may not be placed near any registers.

Printing – Should only be used for work related material

For computer problems contact Jim Grierson

## **Homework Policy**

Homework may be done during your shift. However, you may only do homework once **ALL** of your specific area job duties are completed and you have asked supervisors or managers if there is anything else you can work on. Your homework should be kept in an orderly fashion and never spread across a large area. Never plan on doing homework at work.

## **Food in Work Areas**

**Consumption of food in view of the public is prohibited in all work areas of the Recreation Desk.** You are allowed to have meals but must remain discrete and out of view of customers. NOTE: Sometimes it is necessary for an employee to have access to food while working such as when an employee is diabetic, hypoglycemic, or has other health needs. In this case, it is essential. After contact with food, employees should always wash their hands or use hand sanitizers before handling equipment and supplies.

## **Personal Visits and Phone Calls**

Personal phone calls must be limited to 3-5 minutes. Personal visits are limited to 5 minutes. (Please remember customers come first!) If an emergency occurs, ask area managers/supervisor to cover desk for a call. Keep in mind that you are at work and it is inappropriate to have friends or acquaintances visit for more than 5 minutes.

## **Scheduling Policies**

The schedule will be complete three or more weeks in advance. If there are any days off you would like to request, please do so in advance to the Recreation Manager. The schedule will be online. A copy will also be placed in a binder at the recreation desk when it is complete.

## **Time off Requests**

**REQUESTING TIME OFF IS NOT A GUARANTEE THAT YOU WILL RECEIVE THE TIME OFF.** You must fill out a "Time Off Request" Form and turn it in to the Recreation Manager prior to the schedule being posted. The schedule is done three or more weeks in advance. If you need to have a day off after the schedule is posted, you may trade your shift with another employee and have this approved by the Area Manager or Recreation Manager. It is up to the managers to decide whether or not you will be able to take the time off. If several people ask for the same day off, the supervisor will take into consideration how much notice was given and individual reason for the request.

## **Availability**

Every semester you will turn in the time you have blocked out for classes. Everyone who is hired will be required to take opening, mid, closing, weekend, and holiday shifts.

## **Switching Shift Policy**

Once the schedule is posted for the upcoming week, you are responsible for the shifts you are scheduled for. If something unexpected comes up and you realize you need time off after the schedule has already been posted, it is your responsibility to find a replacement. After speaking with a co-worker and working out shift times, you must come to the Area Manager or the Recreation Manager for approval. The scheduling manager will then make the changes to the schedule (note: the scheduling manager should be the **ONLY** person making changes to the schedule!). Once you have been replaced and you are no longer on the schedule, you are no longer responsible for the shift. If you are **unable** to find a replacement, it is your responsibility to come to work and cover your shift until further arrangements can be made with the supervisor. Failure to do so will result in a "missed shift" and your employment will be reviewed and possibly terminated.

## **Tardy Policy**

**Employees at the Recreation Desk must report and be ready for work at their assigned time and shift.** If you anticipate being late for your shift, your area manager/supervisor must be notified immediately.

Tardy is ANY time after the scheduled start time. Supervisor may determine if the time can be made up. (But not likely)

Habitual tardiness or patterns of tardiness will lead to disciplinary action.

Four tardies will result in a write up. (3 write ups= termination)

If you call and let management/supervisor know ahead of time, you may not be charged as a tardy, (mention an estimate of how long you will be). The supervisor will determine if the tardy is excused or

not.

If you are over 30 minutes late for a shift it will count as a missed shift and will be an automatic write up. The supervisor will determine if the shift is excused or not.

\*Note: The supervisor will be checking the times you arrive and leave your shifts weekly by the way of Kronos. Any tardies will be recorded on you "Employee Track Record and Conduct" to be discussed during evaluation at the end of each semester.

\*Tardies may be worked off in the event of perfect punctuality and behavior for six months, according to supervisor approval.

### **Over/Early Time**

Employees are expected to start and finish their scheduled shift on time. "Cash out" time has been included in the recreation desk schedule to allow enough time to be "cashed out" by the end of the shift. In addition a 7 minute window has been put in place with KRONOS to allow for any errors or extra time needed to solve problems that may arise. Clocking in earlier than 7 minutes before your scheduled time will be treated just as a tardy. Likewise, clocking out more than 7 minutes after your scheduled shift will also be treated like a tardy. If situations develop that require you to clock in earlier/later than when you are scheduled to work, notify a manager/supervisor to have them approve your extra time. There will be times when the next scheduled employee is running late. In this case, the employee having to wait for the late employee will not receive any penalties for clocking out late.

EXCEPTION: If you have an opening shift you must be at work when you are scheduled to be at work. The 7 minute window time does not exist for opening shifts. This is for accounting reasons.

### **Staff Meetings**

The time of the meeting will be determined by the supervisor and all employees are **required** to attend. The same policies apply as they do with tardies and missed shifts. Missing a meeting is like missing a shift. It is very important that all employees attend the meetings because this is when questions are answered, problems are fixed, and information is passed on. If you are unable to attend a meeting, you must speak with the supervisor **before** the meeting. The supervisor will then determine whether or not you are dismissed.

### **Employee Track Record and Conduct**

The purpose of the Employee Track Record and Conduct sheet is for the supervisor to more easily keep track of tardies, missed shifts and missed meetings. "Other offenses/conduct" will also be documented on this sheet for further discussion with the supervisor. The track record is also a place to record any accomplishments or compliments from customers as well. Every employee has the right to view their track record by setting up a meeting with a manager.

### **Employee Performance Reviews**

Each employee will meet with the supervisor for an evaluation every 6 months. This gives you a chance to review your performance over the past semester, recognize strengths and weaknesses, and make

goals for the upcoming semester. This also gives the supervisor an opportunity to clarify expectations, recognize your strengths and weaknesses, and speak to you about any additional responsibilities you might like to take on. You and your supervisor will discuss and rate your performance in each area on the Student Employee Performance Review sheet. From the Review Sheet, it will be determined what your raise will be if any.

### **Desk Accessibility**

Desk access is limited to Recreation Desk staff, Union managers on duty, the directors, and the accounting staff when on official business. The Union night custodial supervisors may enter the area to clean or vacuum, but for security reasons, no one else is allowed.

### **Student Training**

Twice a year, usually in January and August, Union Administration conducts a building wide training for all Union student employees. These trainings are mandatory and missing the trainings can only be approved by the Supervisor and Associate Directors.

### **Handling Challenges to Policy**

When someone protests University or Recreation Desk policy, don't make the issue a personal one, but refer the person to the appropriate supervisor or administrator. After talking with the individual, the supervisor or administrator will then determine the appropriate action to take.

### **Confidentiality**

Confidential information such as phone numbers and addresses of students and staff and other individuals cannot be given to anyone unless that person is listed in the University student or staff directory. Also, Recreation Desk employee work schedules, phone numbers, and other personal information should not be given out to anyone, without permission from the employee. Failure to follow this policy will result in review of employment.

### **Radio Pages**

Radios are used for the staff to communicate with the building manager or custodial crew. Use the radio pager only when necessary for work related communication

First identify who you hope to contact and then identify yourself (for example say "maintenance this is Christine do you copy") Wait for the person to respond before communicating your message or request. Be brief. Only give essential elements of request.

Never ask for money over the radio. If you need money ask the manger to come to the desk. If you are ever in trouble and need help from a manager the code is "I need a roll of dimes". If you are ever in a robbery situation and you are asked to give someone all of the money in the register, do it, and remember what the person looks like and any other important information. Call the Campus Police and the building manager as soon as possible.

## **Termination/Discipline**

Any missed meeting without a good reason = 1 write up

4 tardies = 1 write up

Any missed shift (Completely missing shift, 30 minute tardy) = 1 write up

Any inappropriate customer service = 1 write up

Any misconduct = 1 write up

Any Cash Report mistake without good reason = 1 write up

3 write ups = termination

Part-Time employees are essential to the operation and function of the Union. After each write up the employee will meet with management to discuss why they are being written up and how they can avoid being written up in the future. It is expected that employees will conform to all policies and procedures outlined in this and other handbooks so termination could be avoided.

Possible reasons for write ups/dismissals include, but are not limited to, the following: excessive tardiness and/or absence, disorderly conduct, violation of dress code, use of alcohol or unlawful drugs, or being under the influence thereof while working; stealing; being discourteous and unhelpful to students and other employees, and not complying with established Union policies and procedures or any other purpose deemed worth by the supervisor (misconduct).

## **Sexual Harassment, Confidentiality, and Discrimination Policies**

You should never be discriminated against or be sexually harassed. We feel very strongly about these two issues. Make it known to your supervisor or an appropriate university administrator if you think you are subjected to either of these injustices. The university has procedures for handling cases of discrimination and harassment. You are encouraged to review university policy on these issues.

[www.utah.edu/hr](http://www.utah.edu/hr)

## **Building Evacuation or Emergencies**

The cash registers should be immediately locked and the keys removed when an alarm sounds. Upon exiting the building proceed to the designated meeting area. The designated area for the Recreation Desk is outside in the free speech area west of the Union Building.

In case of a medical or other emergency call Campus Police 5-COPS (5-2677). Radio the building manager and have them help you fill out an incident report. The report should be faxed to the number listed on the form and then placed in the Associate Director's office. For small problems, a First Aid Kit can be found in the drawers, or in the Administration Office.

**\*\*\*Your employment at the Recreation Desk is your agreement to follow all policies and procedures as outlined. This policy is subject to change when appropriate.\*\*\***