Training

Created by

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Customer Service

- Always use a professional attitude

- Acknowledge each visitor with a SMILE...don’t bring an attitude or “mood” to work with you

- You are not just a “placeholder” for the labs; show “ownership” while working in them

- Refer to your superiors by using their full name, not their first

- “Hanging out” is prohibited, no visitors; tell them you are working and they cannot stay
Attendance

- Give as much notice as possible
- If you are running late, call before your shift begins
- Fill out the appropriate form to request time off. Request time off in advance.
Cell Phones and Headphones

The use of headphones and cell phones is strictly prohibited while working; the office is....

“No Cell Phone Zones”

✓ Turn off cell phones while working
✓ Use of headphones is strictly prohibited
✓ Set the example to other students!
Job Responsibilities and Duties

**Daily:**

* Check the phone for messages
* Delivery/Errands on Campus: ASK where a specific building is if you do not know.

**Evening:**

* Make sure all machines (computers, copier, and printers) are all turned off.
* Put the garbage bin out
Confidentiality

- Do not discuss what goes on in the office and/or in the labs with anyone.

- Violation of confidentiality is ground for immediate dismissal.
Safety

Be alert of the people around you
ALERT...get the word out
LOCKDOWN...the aggressive use of current procedures
INFORM...the aggressive use of technology, such as Z-alert, reverse 911, and others
COUNTER...confusing the intruder by distracting his/her/their thought process
EVACUATE...get out of the area as quickly as possible!!

Z-ALERT
Sign up through Zip line

EMERGENCY
Police #: 330.972.2911
Non-emergency #: 330.972.7415
For campus escort: 330.972.7263
Time Cards

- Fill out time cards each day!
- Remember to sign it twice, using INK when you get a new one
- You MUST use a pencil to bubble in the correct information in the lower section
- Pay may be delayed if cards are not correctly filled out
Front of Time Card
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/03/73</td>
<td>9:00</td>
<td>Snow Day</td>
</tr>
<tr>
<td>11/03/73</td>
<td>11:00</td>
<td></td>
</tr>
<tr>
<td>11/03/73</td>
<td>12:30</td>
<td></td>
</tr>
<tr>
<td>11/03/73</td>
<td>5:00</td>
<td></td>
</tr>
</tbody>
</table>

**WEEK #2**

**Employee Signature:**

**Supervisor Signature:**

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**The University of Akron Bi-Weekly Time Record**

This side for Week #2.

Use reverse for week # 1.

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Non-Penalty withdrawal date

Regular student employees who remain in their classes of 12 credits or more may withdraw after the 10th week of classes from a portion or all of their classes and continue working until the end of the Semester. The non-penalty withdrawal date for a semester is the MONDAY that starts week 11.
Dress Code

**You are representing our Department as well as The University of Akron.
Please strive to look your best**

1. Clothing that is tight fitting, un-hemmed or has holes is prohibited.
2. Shorts must be at least finger tip in length.
3. No shirts that expose bare midriffs, tank tops, and crop tops.
4. No hats or visors.
5. No clothing with obscenities, or references to sex, violence, race, drugs, alcohol, and/or tobacco.
6. Footwear should be appropriate to the tasks being performed.
DO’S and DONT’S in the Office

- **DON’T** expect to do your homework
- **DON’T** play computer games
- **DON’T** invite friends in
- **DON’T** use the phone, copier, fax, or other supplies for personal use
- **DON’T** allow unauthorized people to walk behind the counter in the Main Office or behind the student assistant desks in the labs without permission

- **DO** answer the phone and greet visitors with a friendly, helpful voice
- **DO** take a complete and accurate message
  **Get the callers name**
  **Note the time and date called**
  **Get the name of the person they are calling**
  **Print your name at the bottom of the message pad**
- **DO** expect to run an errand on campus, in any kind of weather
Re-Employment

- No one in the department is automatically renewed each semester
- Your renewal depends on your performance and budget
Top 6 Reasons for “new hires” getting fired

- Lack of motivation or work ethic
- Inappropriate use of technology
- Failure to follow instructions
- Late for work
- Missing assignment deadlines
- Unethical behavior
Thank you all for attending! ~THE END~