



Training



Created by

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Supervisor Developmental Programs Support
The University of Akron-Summit College

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

WEEK 1

MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED

Last Name (print) Student First Name Joe SSN M
 Employee ID 12345 Record # _____ Run ID _____
 Campus Akron Paygroup Student Pay Period Beginning
 Account Title _____ Ending _____

1663763 The University of Akron
BI-Weekly Time Record
Use #3 pencil only. Please recheck completely.
 Do not use pen. Do not make any stray marks.
 Do not staple, fold, clip or tape this form.
 FORM TO BE SEPARATED ONLY BY THE DEPARTMENT.

Last Name (print) Student First Name Joe SSN M
 Employee ID 12345 Record # _____ Run ID _____
 Campus Akron Paygroup Student Pay Period Beginning
 Account Title _____ Ending _____

DAY	REGULAR	OVERTIME	STRAIGHT OVERTIME	SICK	VACATION	COMP TAKEN	LEAVE WITH PAY	LEAVE WITHOUT PAY	TOTAL (AGGREG)	COMP EARNED
MON										
TUE	4:00								4:00	
WED	5:00								5:00	
THU										
FRI	3:00								3:00	
SAT										
SUN										
WEEKLY TOTALS	12:00								12:00	

Days Paid	Reg Hrs	OT Hrs	Straight OT	Sick	Vacation	Comp Taken	LWP	LWOP	Total	Comp Earned
Mon	12:00								12:00	
Tue										
Wed										
Thu										
Fri										
Sat										
Sun										

Darken all that apply

When accumulated sick leave is exhausted,
 Charge balance of absence to vacation,
 or (select one)
 Charge balance of absence to LWOP.
 Print data in the spaces provided,
 then blacken the corresponding ovals.
 Record all hours to the nearest quarter hour.
 (.00, .25, .50, .75)

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Employee ID Number	Account Code	Record Number	Yr. Pay Number
<u>12345</u>			

Mark Reflect Issues by Faxing 303 344-119-9 954221 E204 Printed in U.S.A. PPSF01 00 5600

HOLIDAY			9:00 11:00	2 2	4	SNOW DAY			2:00 5:00	WEEK #2		
MON	TUE	WED	THU	FRI	SAT	SUN						

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Use #2 pencil only. Erase mistakes completely.
Do not use pen. Do not make any stray marks.
Do not staple, fold, clip or tape this form.

FORM TO BE SEPARATED ONLY BY THE DEPARTMENT.

Employee signature: Joe Student
Contact Center

DAY	REGULAR	OVERTIME	STRAIGHT OVERTIME	SICK	VACATION	COMP TAKEN	LEAVE WITH PAY	LEAVE WITHOUT PAY	TOTAL (ACROSS)	COMP EARNED
MON										
TUE	4:00								4:00	
WED										
THU										
FRI	3:00								3:00	
SAT										
SUN										
WEEKLY TOTALS	7:00								7:00	

I certify that all hours reported are accurate, and I understand that falsification may result in disciplinary action, up to and including termination.

Employee signature: Joe Student
(PRINT NAME AND TITLE)

Supervisor signature: _____
Contact Center

Notes: _____

Mark reason for leave with pay:
 Jury Duty Military Leave Other (Specify in Notes)

Days Paid	Reg Hrs	OT Hrs	Straight OT	Sick	Vacation	Comp Taken	LWP	LWOP	Total	Comp Earned
Mon	7:00								7:00	
Tue										
Wed										
Thu										
Fri										
Sat										
Sun										

Darken all that apply

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Print date in the spaces provided, then blacken the corresponding ovals. Record all hours to the nearest quarter hour, (.00, .25, .50, .75)

The University of Akron
Bi-Weekly Time Record

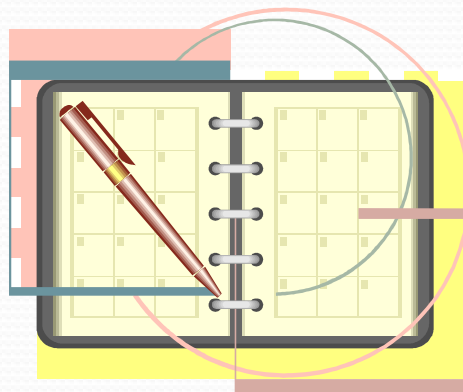
This side for Week #2.
Use reverse for week #1.



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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.**

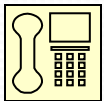
Please strive to look your best**

- 1. Clothing that is tight fitting, un-hemmed or has holes is prohibited.**
- 1. Shorts must be at least finger tip in length.**
- 2. No shirts that expose bare midriffs, tank tops, and crop tops.**
- 3. No hats or visors.**
- 4. No clothing with obscenities, or references to sex, violence, race, drugs, alcohol, and/or tobacco.**
- 5. 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

~THE END~

Thank you
all for
attending!