

Performance Expectations for Front Desk Personnel

- ❑ Department office must be unlocked and open for business at 8:00 a.m. promptly every morning.
- ❑ Close the department office at 5:00 p.m. promptly.
- ❑ Dress code is professional.
- ❑ Arrive prepared to work. Checking in and then leaving to get breakfast or lunch or to handle other personal business is unacceptable.
- ❑ Represent the department with a professional and courteous attitude. Delivering outstanding customer service is required.
- ❑ Someone must be at the front desk workstation at all times. When you need to leave for break, lunch break, or to pick up mail, inform another staff member so that he/she may cover the desk in your absence.
- ❑ Be prompt about returning to your work station immediately upon completion of mail/delivery runs and breaks.
- ❑ Limit personal phone calls to only necessary brief calls. You may hold personal calls on your break or lunch break away from the front desk.
- ❑ No cell phones, earplugs, text messaging, internet surfing, or instant messaging allowed.
- ❑ No eating at the front desk. Take your rest and meal breaks away from the desk.
- ❑ No personal visitors at the front desk. Personal visits should be made during your break or lunch break away from the front desk.