

Date: September 14, 2006

Copy:

To: Chris Alper

From: Steve Quintero
Coordinator
Visitor & Information Centers

Rosa Lamas-Serratos
Counselor
Visitor & Information Centers

Subject: Visitor & Information Centers Priorities

As an employee of Visitor & Information Centers, you have to juggle a lot of responsibility - training sessions, work times, staff meetings, and the like. With so many individual schedules involved, it is necessary to set some priorities from the beginning.

First, we realize that there are a lot of competing priorities with a job in Visitor & Information Centers. The first priority is classes and exams - for which we give our wholehearted support because that is why you are at Cal Poly Pomona. Many staff members also have other jobs, which compete for their time. We want to support your other commitments, which is why you get to choose when you work. However, there are some scheduled events and meetings that must become a first priority: staff meetings at University Hour on the first Tuesday of every month; BroncoFusion (September 20); Preview Day (November 11); Transfer Day (April); and if you are a tour guide, Thursday or Friday morning tours between 9 am and noon and one school/college open house.

In order to make clear exactly what we expect please carefully note the following:

1. Timeliness is extremely important. Being late for work, a tour, training session, or staff meeting is the same as missing work, a tour, training session, or staff meeting. If we schedule our staff meetings at noon on the first Tuesday of the month, be present early enough so that the meeting can begin at noon and not 12:05. We will end on the set time so feel free to make other engagements accordingly. If anyone wants to stay longer, that's okay, as long as no one feels an obligation to do so. Being on time is a big part of commitment and morale for the whole staff and is practically always a matter of setting priorities. We do realize, however, that there are unforeseen obstacles that may hinder your timeliness. In those instances, notify Steve and/or the office staff as soon as possible.
2. Please use appropriate language at all times. Avoid cussing, vulgar language and be polite and patient with all guests and co-workers.
3. Visitor & Information Centers employees are expected to dress appropriately when working at the Visitor or Information Center. This means:
 - Assigned Visitor & Information Center uniform should be worn
 - Tasteful and un-torn clothing
 - No clothing illustrating inappropriate language or pictures
 - No clothing advertising other universities
 - No ragged jeans
 - No cut-off or short-shorts
 - No halter tops
 - No bathing suits
 - No low cut shirts
 - No work-out attire

4. Any Visitor & Information Center staff member found in violation of any of the above policies may be subject to disciplinary action as follows:
- 1st Offense: Verbal warning from Steve
 - 2nd Offense: Written warning #1 and meeting with Steve
 - 3rd Offense: Written warning #2, meeting with Steve and Rosa, and possible suspension without pay
 - 4th Offense: Meeting with Steve and Rosa and possible suspension and/or termination from Visitor & Information Centers

We wouldn't cherish the thought of asking anyone to bow out at any time. However, we would rather work with a few committed people than let one or two individuals waste the time of the whole group and destroy morale.

We think we have chosen the best team and while the work will be challenging, we hope it will also be enjoyable and personally satisfying to each of you.

I hereby agree to the terms stated herein.

Chris Alper Date

Steve Quintero Date
Coordinator
Visitor & Information Center

Rosa Lamas-Serratos Date
Coordinator
Visitor & Information Center