

UNIVERSITY OF LOUISVILLE Information Centers

North Information Center

First Street and Brandeis Avenue

852.6565 (phone)

852.4336 (fax)

Hours of Operation: Monday - Friday 7:30 a.m. - 5:00 p.m.

West Information Center

Oval Drive (off of Third Street)

852.6571 (phone)

852.6574 (fax)

Hours of Operation: Monday - Friday 7:30 a.m. - 5:00 p.m.

Delayed hours of operation: 8:30 a.m. – 5:00 p.m.

The visitor info centers must open earlier. Visitors, guest speakers, and prospective students might arrive as scheduled and we need to be here to provide customer service. CVP will always go as scheduled and as you know some folks begin to arrive as early as 8:30 a.m.!!

Punctuality

Being on time is essential to our work and courteous to your colleagues. If you are unable to report at your normal work time, you should call:

1. Chris
2. Tammy (if Chris is out of office)
3. The center where you are scheduled

Chris Cherry Davis, Manager

Office 852.8987

Cell 553.0189

Tammy Lawson, Assistant Manager & Tour Coordinator

Office 852.6573

Home 267.8140

Cell 599.2241

**Closed on university holidays.

**Open during fall break, spring break and most of Christmas break.

MUST REQUEST TIME OFF. First requested, first granted.

Phones - - Call Forwarding

***Use phone UNDER counter at north.**

***Use phone ON counter at west.**

CFwdALL – dial 852-5555 (when closing centers)

Press same button next morning to un-forward calls.

Daily Responsibilities

When opening at 7:30 a.m.

- Turn off alarm
- **CALL OTHER CENTER TO BE SURE IT IS OPEN.**

**If it is not - - call whomever was scheduled at home. Report to Chris (553.0189).
Call Tammy if Chris is scheduled out of the office (267.8140 or 599.2241).**

- Turn on equipment (lights, computers, printers, copier, etc.)
- Unforward phones.
- Unlock the east door at the North Center .
- Make sure you have a parking reservation listing, tour assignments and Campus Visit Program (CVP) listing for the day. Call WEST center to get parking and tours faxed over if needed. If you do not have CVP listing – call 852.5516 to request.

Call manager before 6:30 a.m. if you will not be able to report for an opening shift.

At the beginning of your shift, do the following:

- Ask the Student Ambassador who is leaving if there is anything special you need to be aware of (tours, parking, etc.)
- Check parking arrangements
- Check tour calendar
- Check e-mail account
- Be sure we have plenty of maps, paper permits, etc. at the window

When closing at 5:00 p.m.

- Turn off all computers and copiers. Turn off MOST lights.
- Turn off KIS machine: Press function key, one key, prints. Press OK and remove key.
- **Make sure you have parking reservations, tour assignments, CVP listing.**
- Lock windows (place archaic wooden bar to assist lock).
- Lock interior doors.
- Activate alarm.
- Exit main door at NORTH center.

General Resources & Customer Service

Keep the university directory and UofL website available for quick reference.

- **Offer a map.** Directions need to be simple and easy to follow.
- Use full department names not abbreviations (i.e. Department of Public Safety instead of DPS). Some visitors/students won't know what the abbr. represents.
- Send the customers to the appropriate person or department the first time.
- If a customer is rude or abusive, remain calm and get help. ☹️
- **Don't make unflattering remarks about other university departments.**

- Be as helpful and courteous when explaining something for the fourth time, as you were the first time. This is a challenge.
- Familiarize yourself with answers to frequently asked questions in order to handle these routine questions quickly.
- Know the names of key University officials (e.g. president, provost, vice presidents, deans) and the locations of all departments.
- Get familiar with the layout of the university and all parking regulations.

ANSWERING THE TELEPHONE ☎

- Answer the phone: **U of L Information Center, this is _____.**
- Make a good first impression 😊
- When a caller requests the number for a University department, give the caller the number. That way they will have it the next time they need to call. You can offer to transfer the caller. Always transfer to a person if the caller indicates they've received the "run around."
- When working the window, do not answer the phone unless the other SA is assisting a customer. *If you are alone at the center, don't handle a customer at the window with the phone in your hand - **put the person on hold and lay the phone down.***
If the other ambassador is out, get Tammy or Chris to answer phone if you have a customer.
- **Always use the hold button on the phone** (do not just lay the receiver down)
- When the caller is waiting on hold, check back with the caller frequently to assure the caller that he or she has not been forgotten and apologize for the delay.

DRESS CODE

*Uniforms shirts and name tags are required for tours.

*Jeans and other pants should be free of rips or tears. No sweatpants (nylon jog pants are okay).

*Inappropriate clothing includes tank tops or low cut shirts, and wrinkled or torn clothing.

⇒ Greek letters are not allowed during tours or student presentations.

⇒ We want you to look like students, but maintain a professional appearance especially on tours. Neatness counts.

Just some Basics

Request time off (vacation, spring & fall break, holiday break) – time off must be requested and approved. First asked = first granted. Planning is key. If you plan to take off for any of the breaks or for a summer vacation, please check with Chris prior to finalizing arrangements.

Personal phone calls should be short. Please consider the close proximity of our work areas, keep your voices low and remember to be courteous to your colleagues. If you need to discuss private details, please step outside. Keep conversation short - - short means 5-10 minutes.

Visits from friends should be short. – It's okay to have your friends stop by. They should not be behind the counters w/o our permission and should keep visit short - - again short means 5-10 minutes.

Studying during work hours is permitted if you are not busy assisting customers or hosting a tour.

Computers: computers at the center can be used for schoolwork during your regular shift. Playing computer games is permitted as long as you use are discreet when customer comes in the center. **Do not download any software or games from the Internet or from disks onto the centers' computers. This can result in termination.**

Keep work area clean. Please toss your garbage in cans and avoid spreading your personal items in the common, main area.

ATTENDANCE AND PUNCTUALITY

Attendance and Punctuality are important to the smooth and coordinated functioning of the University and the Information Centers. The efficiency of a work unit can be impaired if every individual is not at his/her workstation and ready at the designated starting time.

It is the responsibility of the employee to maintain good work standards and ethics. We expect you to be ready for work at your scheduled time. Remember, everyone is in the same situation – your co-workers may need to rush out to class or to another obligation. Being on time is essential to our operation. It is a good work habit. We can promise you that everyone you will ever work for will expect punctuality and good attendance. Please take this opportunity to get into the habit.

Absence and Tardy Occurrences

We will extend three excused absences and three excused tardys per semester. This time will be excused but unpaid. Note: it is your responsibility to notify us if you will not be reporting for your shift.

1. Definition of excused tardy: Arriving to work past the scheduled time after calling ahead to let us know you are on the way. We understand there may be rare occasions when you are late due to unavoidable circumstances. We will provide leniency in these situations if kept to a minimum and not abused.

If you find yourself in a class where the instructor runs late with some frequency – let us know. We'll try to accommodate.

2. Definition of excused absence: Calling in to let us know you will not report to work due to illness or other personal situations. If you are ill several consecutive days, it will only count as one occurrence. Leniency will be provided if a serious illness occurs.

3. Scheduled time off will be permitted. We appreciate your efforts to find someone to cover your shift. Advance notice is required.

NOTE: Any no-call or no-show situation without emergency status can result in termination.

Consequences

After 3 absences and/or 3 tardy occurrences, we will issue a written notice of probation. This period will last the remainder of the semester and you will be given the opportunity to improve your attendance and/or punctuality. This notice will go in your personnel file and the managers will monitor your progress. Occurrences after this point may result in termination.

❄ ❄ ❄ **INCLEMENT WEATHER** ❄ ❄ ❄
POLICIES

CLASSES AND OFFICES ARE ON A DELAYED SCHEDULE: When possible, the university should open at 8:30 a.m. Any employees who do not live close to campus and driving is required should contact manager to determine reporting time.

SEVERE WEATHER

- When the weather seems threatening, check with the manager.
- The decision to close the University due to severe weather will be made by the Provost.
- Take shelter:
North Center: go to the non-window hallway of Davidson Hall
West Center: go to the basement of Grawemeyer Hall

ALARMS, EMERGENCIES, AND OTHER PROBLEMS

The Information Centers have burglar alarms and duress (help) buttons. When you are hired, an alarm key and door key are signed out to you and registered with the Department of Public Safety (DPS). You are responsible for all keys.

Call DPS (852-6111) to report car accidents, to report any suspicious activities or if you feel unsafe. Give them your name, location, and explain the circumstances. DPS will dispatch an officer.

If you are unable to get to a telephone during an emergency, use the duress (help) button. Use this button *only* if you are not able to phone DPS. These buttons are located at both windows, counters, and managers' desks.

PROPERTY DAMAGE

File a report with DPS immediately whenever there is property damage (broken gate, accident, etc.) If you witness the accident/damage:

1. Call DPS
2. Write down exactly what you saw while it is fresh in your mind
3. Notify the manager and assistant manager ASAP

LOST AND FOUND

When items are dropped off at the centers, place the item in the designated box. Put a note on item with date. If there is identification on the lost item, contact the owner – put note indicating date of attempt to contact owner. Items of value should be given to Chris or Tammy.

PARKING PERMITS

Parking permits are required in order to park in a university lot between the hours of 7:30 a.m. - 7:30 p.m., Monday - Thursday; 7:30 a.m. – 7:30 p.m. Friday.

On weekends green, blue, red, and the visitor lots open for parking without permits. North center visitor lot is closed on the mornings of Saturday Campus Visit Programs.

Visitor parking lots – ALWAYS issue a temp permit for anyone parking in visitor spaces.

Service permits – Can issue for up to two hours. If more is requested check with Chris, Tammy or parking office.

Loading zone permits – Can issue for 20 minutes to any request. Remind parkers to avoid parking in fire lanes.

Temporary handicap permits – One-day temp HC permits can be issued for visitors who have a state-issued handicap permit. Can issue one-day temp HC permits for students/faculty/staff with medical request. Please refer them to parking office if they will need extended temporary HC privileges.