
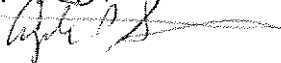


**Date:** October 28, 2010

**To:** Business Services Staff

**From:** James R. Sears, Associate Vice President   
Angela C. Strickland, Director of Business Services 

**Subject:** Professional Code of Conduct for FP&M Front Desk and Service Center

**Necessary Procedures:**

1. Proper phone etiquette
  - a. Answer with a pleasant attitude; be interested in helping the caller.
  - b. Answer, giving department name and your name, and "How may I help you?"
  - c. Use language, e.g., "may I place you on hold?", instead of "hold on"
  - d. Transfer a call properly; if possible, call the target person ahead of time to brief them on who is calling. If no one answers, do not send the call directly to voicemail unless specifically asked to do so. An alternative is, "may I take a message, or would you like his/her voicemail?".
  - e. Take time to address the caller's question/concern. Don't just say, "I don't know". Try to find out an appropriate answer for the question asked or take their information and respond in a timely matter.
2. Direct incoming calls to the proper person or department. If necessary, take the caller's name and number, and call back.
3. View availability and schedule conference rooms, using [connect.wayne.edu](http://connect.wayne.edu).

**Dress Code:** (As described in the revised memo dated May 3, 2010, a copy is attached for your reference). As part of front desk duty you are not to participate in Casual Friday. Business attire is required at all times. There will be no exceptions.

**Professional Behavior:**

1. No lengthy personal phone conversations. This includes multiple short conversations, texting, and phone applications.
2. No use of the Internet outside of what is required for your job (no surfing, games, etc.), no exceptions.
3. No eating
4. Be aware of the daily conference room schedule. Enthusiastically and promptly greet visits and guest. Guest for conference rooms 1 and 1.5 should be escorted or directed to the conference room, while guests for conference room 2 and 3 should be guided by requestor or departmental support personnel.
5. No improper conversations with visitors. As guest arrive, please direct them to the appropriate person. Dialogue should be contained to business oriented comments or questions.
6. Be considerate of others. Return from scheduled breaks and lunch on time.
7. Treat everyone with the same level of courtesy and professionalism. A student who calls or comes into the office should be treated with the same respect as a dean, department head or even the president of the University.

Recognize that we want to give visitors a great impression of FP&M and Wayne State University. If our behavior or attire is unprofessional, it misrepresents our department and our university. In order to assure a professional image, this Code of Conduct will be consistently enforced.