WELCOME DESK MANUAL

The Welcome Desk Attendant is the source of information for all Rayburn Student Center guests and is the face of the Student Center, and campus as a whole. As a Welcome Desk Attendant, you are responsible for providing information, both in person and over the phone, in a courteous and professional manner.

**Your friendly source for campus information!**



Job Duties

* Keep a professional and kind manner throughout your shift
* Abide by University and Rayburn Student Center policies
* Greet all guests who visit the Student Center verbally and with a smile
* Answer all phone calls with polite and professional phone etiquette
* Familiarize yourself with the Student Center and campus directories to aid you in answering and/or directing guest questions
* Report ALL mishaps/broken or missing equipment/concerns to your shift lead or manager
* Log all lost and found items and store them properly, see Lost and Found for details
* Keep the atrium maintained by straightening tables and checking tablecloths for stains
* Keep the game day sign up to date, see Athletics Display for details
* Always maintain a professional appearance by
  + Always wearing appropriate work attire (see dress code below)
  + Keeping your phone and/or laptop put away while at the desk
  + Sitting up and looking attentive at your station
  + Keeping the Welcome Desk clean and organized
  + Not allowing anyone to lean or sit on the counters or glass
  + Not Allowing any unapproved parties to solicit students in front of the desk
  + Not allowing anyone besides operation crew behind the desk

Dress Code

Appropriate attire is an important part of maintaining professionalism and making sure guests can easily identify you as an employee of the Rayburn Student Center. The following list is what constitutes as appropriate attire for work:

* Your Rayburn Student Center polo or shirt
* Any Campus shirt and spirit gear
* Any solid colored pants/leggings/jeggings/jeans that are NOT ripped or see-through
* A Rayburn Student Center jacket (available for checkout) or a solid colored plain jacket
* Your name badge clearly visible at all times

If it isn’t on the list, or you’re questioning it, it probably isn’t appropriate!

Lost and Found

Any items found in the Rayburn Student Center are directed to the Welcome Desk. As a Welcome Desk Attendant, it is your responsibility keep these items secure until they are claimed, and to make your best attempt to help guests find their lost items. Duties for the RSC Lost and Found include:

* Logging any found items into the online database Chargerback (see the Chargerback section of the Welcome Desk Google Docs)
* Reporting any missing items along with complete and accurate owner information into Chargerback (see Chargerback section of the Welcome Desk Google Docs)
* Turning any Lion Cards directly to the Lion Card office (opening shift checks the desk drawers for any turned in after Lion Card Hours)
* Turning in any high-value items such as wallets, money, purses, credit cards, and electronics to the University Police Department
  + Call the University Police Department and ask to report a lost item
  + Give them your name, CWID, and how much longer you will be at the desk
  + Store the item securely until an officer comes to pick up the item
* Clearing the Lost and Found items and Chargerback entries after the items have been held for one month
* Reporting any suspicious/illegal/inappropriate items first to the University Police Department then to your supervisor immediately

Postings

It is the responsibility of the Welcome Desk Attendant to keep information accurate and up to date on all postings, whether they are on the two downstairs bulletin boards, the flyers placed on the desk, or the Athletics Display sign.

Bulletin Boards

Any flyers to be posted must be approved by the Welcome Desk. Requirements for flyers include:

* The flyer must either be from a student organization, campus faculty, or advertise a service that benefits the student body directly
  + If you aren’t sure about a flyer, contact your shift lead
* The flyer must be stamped on the FRONT of the flyer with the “Bulletin Board Posting” stamp by the Welcome Desk Attendant
* Once the flyer is stamped and the organization name, posting date, and the Welcome Desk Attendant’s initials have all been filled out, the Welcome Desk Attendant will take the flyers to the bulletin boards and hang them
* The opening shift on Sundays will be responsible for checking the bulletin boards and taking down flyers over a week old

Athletics Display

The Athletics Display is placed in the Atrium. It is the responsibility of the opening shift to keep the Athletics Display up to date. The Athletics Display and its accessories are stored in the closet under the stairs in the Atrium. A building manager will need to be called to open it. It is the responsibility of the closing shift to put the Athletics Display up at the end of the shift.

Customer Etiquette

The primary objective of a Welcome Desk Attendant is to provide information courteously and uphold a positive image of the campus. How you present yourself to guests is critical to maintaining this image. The guidelines for interacting with customers either over the phone or in person are listed in this section.

Answering the phone

Calls from all over campus as well as outside of campus are taken at the Welcome Desk. As a Welcome Desk Attendant, it is your duty to:

* Familiarize yourself with the campus directory so that you know where to look for extensions quickly and efficiently
* Familiarize yourself with the Rayburn Student Center services, hours, and events
* Know how to transfer a call correctly
* Remain calm, courteous, and attentive throughout the call
* Answer all phone calls with the Welcome Desk script-
  + "Thank you for calling the Rayburn Student Center, this is (insert name), how can I help you?"

In-person Guest Etiquette

Many guests to the Student Center have never been to our campus, and as a Welcome Desk Attendant, you are the first impression of the University. To assure that impression is a good one, your duties are to:

* Greet every guest with a friendly smile and a verbal acknowledgement
* If a guest is asking for directions around campus, come around the desk to show them their route on our interactive Welcome Desk map
* If a guest is asking for directions to a Student Center room, escort the guest to their destination and leave the designated "Away from desk" sign on the counter
* Remain calm, courteous, and attentive when speaking to a guest
* If you do not know the answer to a guest's question, refer to the directory for who might know an answer
* If you need to leave the desk for an extended period of time, notify your supervisor and clear it with them first
* Do not be on your phone, laptop, or other electronics while at the desk

Attendance

It is important for the Welcome Desk to have an Attendant at all times to ensure no guest is left waiting for information, directions, or concerns. As a Welcome Desk Attendant, it is imperative that you are

* Arriving to work on time and clocking out at your scheduled clock out time
* Entering your hours from Subitup into your TAMUS Workday account (see the TAMUS Google Doc for details)
* Carefully reading the bi-weekly work schedule, accessible on Subitup (See the Subitup Google Doc for details)
* Asking a coworker to cover inconvenient shifts through the Welcome Desk Groupme
* Ensuring that the coworker agrees to the cover or switch by logging on to Subitup to swap the shifts in the schedule to be approved by the supervisor or shift lead
* Arriving 5 minutes before your scheduled shift to debrief with the previous Welcome Desk Attendant
* Contacting your shift lead immediately if you will be arriving late or could not find a coworker to cover a shift

Conclusion

This document contains the duties, responsibilities, terms, and conditions of employment as a Welcome Desk Attendant. Failure to meet these conditions will result in consequences ranging from a verbal warning to termination of employment, depending on the severity and number of the incidents. Read over this manual carefully and direct any questions to your shift leads or your supervisor.