**Opportunity Exchange Program**

**Student Manual**

This manual is designed to give you an overview of your responsibilities and expectations while at COMPANY NAME. This is not an all inclusive listing and is subject to change.

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| **Contact Information** |
| Name: |  |
| Phone Number: |  |
| This is also your contact if you are unable to come in or for any other questions/concerns. |

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| **Parking** |
| You can park in any of the parking lots; however, to provide the best service, employees should park at the outer most spots, allowing customers the closest parking spaces. We encourage you to lock your car and have valuables at home, not in your car. Try and allow time for finding a parking spot and getting to your work department before you are scheduled to work. |

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| **Cell Phone Use** |
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Personal use of cell phones is limited to breaks with permission of your supervisor. Cell phones MUST be turned to silent while at work.

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| **Attendance** |
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Students are expected to report for work at the scheduled time and not make any detours between school and the work site. Your time at COMPANY NAME is considered the same as if you are in class and you are receiving credits for participating.

Any schedule changes including school breaks, events, illness, inclement weather (including school closings) etc. should be directed to your point of contact for determination if additional arrangements are necessary.

You must speak to your contact at COMPANY NAME if you are ill from school and are not coming to work. It is not the responsibility of the school to notify COMPANY NAME for any absence by the student.

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| **Dress Code** |
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All clothing must be neat, clean and odor free. No inappropriate writing and/or pictures should be on any item of clothing worn, including advertising of alcoholic or tobacco products, or items that could be offensive to other employees or the public.

Tops/Shirts shall not expose the midriff, cleavage, shoulders or back; and they shall not be sleeveless. As a general rule, the top must have sleeves and be long enough so that if you raise your arm, the midriff is not exposed. Please remember that COMPANY NAME’s goal is to present its employees professionally to the public and its customers.

Dress/Skirt length should be of a reasonable length, taking bending and stretching of the job into consideration. Shorts are not appropriate.

Specific and additional dress codes may apply to different departments. Refer to your departmental supervisor for additional rules and regulations.

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| **Answering the phone/telephone features** |
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Enter your information here if applicable.

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| **Emergency Procedures (Tornado, Fire, Electrical outage, disgruntled customers, etc)** |
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Enter your company information here.

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| **Confidentiality** |
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Confidentiality should always be viewed on a “need to know” basis and then only the minimum necessary. Before communicating any information about a customer, family member, significant other, employee, or COMPANY NAME business, the employee must consider these questions: “Will this information assist in providing quality service?”, “Will this shared information help an employee do their job better?”, “Is this information I would want others to share about me?” If the answer is “no”, the information should not be communicated.

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| **Code of Conduct** |
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**STANDARDS OF BEHAVIOR:** All employees are expected to adhere to and practice the Standards of Behavior as follows:

A. POSITIVE ATTITUDE:

1. I will be helpful and courteous by offering assistance and walking customers to their destination and going the extra mile for anyone in my path.

2. I will make eye contact and offer a greeting to everyone I meet.

3. I will practice the three E’s, encouragement, empathy and enthusiasm. I will choose not to use the three B’s, belly aching, back biting and bickering.

B. TEAMPLAYER:

1. I will work to resolve conflicts and achieve balance by setting aside differences when working together.

2. I will be an organized team player and offer to assist my co-workers as time permits.

C. COMMUNICATION:

1. I will inform coworkers of my whereabouts if leaving the department.

2. I will make sure customer information is kept confidential.

3. I will identify myself, the facility or department when answering the telephone.

D. KNOWLEDGE:

1. I will be familiar with the policies and procedures of my department and the facility.

2. I will attend departmental and informational meetings.

3. I will answer questions truthfully and obtain necessary information if answer unknown.

4. I will be familiar with equipment use, storage and maintenance.

E. INTEGRITY:

1. I will take responsibility for my actions and be truthful.

2. I will ensure that personal conversations, demeanor and behaviors are appropriate for the situation.

3. I will treat all others with dignity and respect.

F. APPEARANCE:

1. I will follow my departmental dress code and wear my name tag clearly visible.

2. I will have good personal hygiene (clean hair, teeth, nails, clothing), and be fragrance free (perfume, smoke). Use of Febreeze and breath mints encouraged.

3. I will keep gum chewing to a minimum (no snapping or popping).

4. I will keep the facility clean and neat. If I see trash/spills I will take appropriate actions.

5. I will keep my work area clean and organized.

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| **Harassment** |
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Any form of harassment, discrimination and/or retaliation between any employees, supervisors, non-supervisors, non-employed providers of service and/or vendors is strictly prohibited. This includes behavior based on sex, race, age, national origin, or disability which creates a hostile work environment.

Unprofessional conduct may be considered a form of harassment. This may include but is not limited to: cursing, humiliating remarks, personal verbal attacks, gossiping and false accusations.

Report any incidents of harassment or discrimination immediately to a supervisor or administration. Reports can be made confidentially.

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| **Customer Service** |
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**What is a customer?**

One that uses the services of others.

**What is a service?**

A contribution that improves the welfare of others.

**Who is a customer?**

Any person who calls us or whom we call.

The most important person in our business.

Not someone to argue or match wits with.

A person who brings us their needs. It is our job to fill those needs.

A person deserving of the most courteous and attentive service we can give.

**Why is customer service important at COMPANY NAME?**

It is the lifeblood of our organization. We are dependent on customers; they are not dependent on us. Customer Service is our business and what sets us apart from other businesses.

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| **Internet Use** |
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The computer system is the property of COMPANY NAME, and may only be used for approved purposes. Users are permitted access to the computer system to assist them in the performance of their jobs.

Users may not deliberately perform acts that waste computer resources. These acts include, but are not limited to, sending mass mailings, spending excessive amounts of time on the Internet, non work-related streaming audio and video (such as YouTube, radio, etc.), playing games, on-line purchases or selling of personal items or otherwise creating unnecessary network traffic.

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| **Social Media**  |
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While participating in the Opportunity Exchange Program, students are prohibited from making remarks about COMPANY NAME on any social media outlet (Facebook, Twitter, Instagram, etc.) that would portray the company in a negative light. Even if settings are made private, NOTHING is ever private when the internet is involved. Please be respectful of the company that has graciously allowed students the opportunity to gain first-hand experience in a professional job setting.

Adherence to these policies is vital to continuing your time at COMPANY NAME for the duration of your Opportunity Exchange. This experience is to be treated as a job and is designed to help prepare you for the professional work environment.