Sample Workplace Expectations

The following are workplace expectations for the Office of A Wonderful Work Experience. Please review these expectations carefully and determine whether these are criteria you will be able to meet. If you have any concerns about these expectations, please let me know and we will discuss immediately.

You are expected to:

1. **Be here on time for your scheduled hours of work**. If you will be unable to report to work at the scheduled time, it is your responsibility to call in ahead of time to inform your supervisor of this. You are an important person to this workplace and we need you to be here.
2. **Be here for all scheduled hours of work**. Again, if you will be unable to work, it is your responsibility to call in ahead of time to inform your supervisor of this. Work will have been planned for you to do, and your abssence will mean this may have to be covered by someone else. Please respect how important you are to getting the work done. Excessive absences may result in re-evaluating your commitment to your employment.
3. **Plan for scheduled absences ahead of time**. We recognize and support your academic needs. If you have a large test or project that you need more time to work on, it is your responsibility to schedule this time off at least one week in advance. You may also want to reduce your hours in preparation for mid-term and final exams. Budgeting your time is your responsibility, so please do not wait until the last minute. This may leave the workplace unprepared to deal with your absence.
4. **Work during all of your scheduled hours**. Like all other employees, your scheduled hours of work are not the time to talk with friends or family, either on the phone or in person. Please take care of any personal business outside of your work hours. If friends drop by, politely inform them you are working and arrange a time to talk with them later. We do, however, recognize that a crisis may happen which requires your attention.
5. **Dress appropriately for the workplace**. If you are in doubt, ask your supervisor. We recognize that, as a student, you may not have the wardrobe to dress as others in the assigned work area, and we do not expect you to purchase clothing simply for your student employee position. However, we do not want your apparel to be a distraction to the workplace or our customers.
6. **Be courteous at all times**. You represent your worklace and the College of Charleston while you are working. Customers (and that is anyone who comes into your work area in need of assistance) should always be treated politely and served as soon as possible. Greet people and ask them how you may help them. Remember to smile! If you are performing a task, remember, the customer comes first. Stop tasks to serve the customer.
7. **Maintain a positive, helpful attitude**. If you are asked to perform a task by your supervisor, it is not appropriate to question the importance of the task, or to respond as though that task is "below you." All employees of our office perfom tasks that cover a broad range because it is what is needed to get the job done.
8. **Provide quality service at all times**. Everytime you perform a work task, no matter how menial it may seem, your name is connected with it. Be a person who strives for excellence, not just "good enough." You represent our office in your work...please autograph your work with excellence.
9. **Complete your timesheet on a daily basis**. These will be kept in a designated location in the work place and should not be removed. Hours can not be entered until after they have been worked and only hours worked may be entered. These are entered daily to ensure the accuracy of the timesheet. Any fasification of the timesheet shall result in immediate dismissal.
10. **Enjoy your time at work**! Any time you have a concern, this should be expressed to your supervisor immediately. We want your employment to be a positive experience, and problems cannot be corrected if we are not aware of them. Remember that these issues are probably best handled through a private conversation away from potential customers. If you have an issue, arrange a time to discuss it as soon as possible.
11. **Maintain Confidentiality**. Your employment with us may require that you deal with confidential information pertaining to fellow students. It is unlawful to disclose any of this information to other parties, and doing so may result in your immediate dismissal from your position.
12. **Perform all duties as assigned**. Yes, some work may be redundant, but very necessary to the workplace. Request more challenges, if you desire, but recognize that some work (like filing) still has to be done. If there are any duties required in this position which you may have difficulty performing, please discuss them now.

I have read these primary workplace expectations for my employment with the Office of A Wonderful Work Experience. Responsibilities of the position have also been shared with me. I understand these responsibilities and expectations.

Signed:

Witnessed:

Date: