

University Recreation – Staff Training Modules

Workplace Etiquette

This training module will outline the employee work practices we expect all staff members to follow.

What is workplace etiquette?:

Workplace etiquette means the socially acceptable ways that we interact with one another and behave while working our shifts at UREC. Acceptable standards of communication and interaction while working for UREC may vary from one area to another, however, there are some behaviors which are universally acceptable or not....

A lot of workplace etiquette has to do with common courtesy, making UREC a comfortable place that is conducive to productivity and success.



What behaviors does workplace etiquette include?:

- What you wear (dress code)
- How you speak/communicate to/with people
- The way you relate to your co-workers and patrons
- Your behaviors while at work

Dress Code

- The employee dress code is in place to enhance the level of professionalism throughout University Recreation, add consistency throughout all areas within University Recreation, and to make our staff members easily recognizable to all patrons and participants.
- All staff must wear close-toed shoes (except for lifeguards and office assistant staff) and clothes must be in good shape (no rips, holes, etc. in shirts or pants).
- During cold weather, staff members are permitted to wear long-sleeves under the required staff shirt, a University Recreation fleece, a UREC hoodie, or UREC jacket. However, a University Recreation logo and staff ID badge must always be on the outer layer of clothing.



Communication: Answering the phone

Proper telephone etiquette is very important because you are representing UREC and Ferris State University. Remembering to use proper telephone etiquette, whether answering the phone or making phone calls, leaves callers with a favorable impression of you, our department, and Ferris State in general. Below are some helpful hints that will help make your phone conversations more effective.

Remember this

- Using phrases such as "please" and "thank you" are essential in displaying a professional atmosphere.
- Listen actively and listen to others without interrupting.

Answering Calls:

- When answering the phone always state:
1.) University Recreation, 2.) Your name, and 3.) "How can I help you?"
(Example: "University Recreation this is Mary, how can I help you?")
- Smile - it shows, even through the phone; use a pleasant tone of voice - the caller will appreciate it.
- Ask the caller for their name, even if their name is not necessary for the call. This shows you have taken an interest in them.
- If the caller has reached a wrong number, be courteous. Sometimes a caller is transferred all over campus with a simple question and the caller gets frustrated. If possible, take the time to find out where they should be calling/to whom they should be speaking, etc. and help them get the correct number.
- Use the hold button when needed so callers do not accidentally overhear conversations being held nearby.

Making Calls:

- When you call someone and they answer the phone, do not say "Who am I speaking with?" without first identifying yourself: (Example - "This is Emily from University Recreation. To whom am I speaking?")
- Always know and state the purpose of the communication.
- When you reach a wrong number, say: "I'm sorry, I must have the wrong number. Please excuse the interruption." And then hang up.
- Make sure to leave a number/message for someone to call you back.

Handling Rude or Impatient Callers:

- Stay calm. Try to remain diplomatic and polite. Getting angry will only make them angrier.
- Always show willingness to resolve the problem or conflict.
- Try to think like the caller. Remember, their problems and concerns are important.
- Offer to have your supervisor talk to the caller or call him/her back if the caller persists.
- Speak slowly and calmly. Be firm with your answers, but understanding. Sometimes the irate caller just wants someone in a supervisory capacity to listen to their story even if you are unable to help them.



Placing Calls on Hold:

- When putting a caller on hold, always ask permission. Examples: "Would you mind holding while I check?" or "Can you hold briefly while I see if Mrs. Horn is available?" When taking a caller off of hold, always thank them for holding.
- Sometimes you may have other lines ringing too. Remember to write down the names of callers holding so you avoid asking who the caller is holding for more than once.

Transferring Calls:

- If the caller needs to speak to another person please ask the called person if they are available to take a call and provide information on who is calling and what the call is about. If the called person is able to take the call, transfer the caller directly to the proper extension.
- If the called party does not wish to take the call, return to the caller (Example – "He/she is out of the office, may I take a message or would you like his/her voicemail?")

Taking Messages:

- Be prepared with pen and message slip when you answer the phone.
- When taking messages be sure to ask for:
Caller's name (asking the caller for correct spelling.)
Caller's phone number and/or extension (including area code)
- Repeat the message to the caller.
- Be sure to fill in the date, time, and your initials.
- Place the message slip in the called party's mailbox.
- Don't forget that you can transfer them to voicemail instead of taking a paper message, but don't forget to ask, "Would you like me to transfer you to his/her voicemail?" Do not assume that the caller would rather go to voicemail. Always ask first.

Walkie-Talkie Communication:

- Make sure the walkie talkie is always ON and the volume is on HIGH.
- When you need to use the walkie for communication, wait 2 seconds after pressing the button to begin speaking and wait for a response.
- Example: “Fitness Center to Building Manager”
Response: “go ahead this is the Building Manager”
- Relay message and wait for confirmation that it was received.
- Example: “Fitness Center to Building Manager”
Response: “go ahead this is the Building Manager”
“Do you have towels that need to be folded?”
Response: “yes we do, I will be right up with some”
- When you are receiving a walkie communication: Wait for the person to finish speaking before responding. Then give confirmation that the message was received.



Ownership of the Student Recreation Center facility

- As a UREC employee, we expect you to take ownership of the building
- We expect you to take pride in the place you work and the job you do
- If you see trash on the ground or something out of place, put it back in its proper place or notify the appropriate staff to handle the situation quickly.

“The strength of the team is each individual member. The strength of each member is the team.”

Please click the link below to take the UREC Etiquette Quiz:

<https://docs.google.com/forms/d/1dWuui10xiIT2hzJcX8QLBPIQ0djJ6Tn60TAK4qGM2TU/viewform>