Office Etiquette
Office Hours

- Standard operating hours are from 8 am - 5 pm. At the discretion of management, office hours can differ for business related needs.
- Employees who need to work outside 8 am - 5 pm must get prior approval from their supervisor.

**Supervisors:** If your employees are not abiding by these guidelines, it is appropriate to address.
- In some cases, flexibility may be rescinded.
Office Availability

- Whenever possible, inform appropriate personnel when you will be away from your office (e.g. supervisor, front desk personnel)
- Employees can also use their Google calendar to indicate availability
- Working behind closed doors should typically be reserved for significant deadlines and work related confidential matters

**Supervisors:** For smooth office function, it is appropriate to address employees who are not available
Telephone Availability

- The “Do Not Disturb” function is not an option in many departments.
- When necessary to complete a project, phone calls should be directed to another line to ensure department function and meeting of customer service standards.

**Supervisors:** For smooth office function, it is appropriate to address employees who are not available.
Telephone Etiquette

**Incoming Calls**
- Always be polite (3 key phrases):
  - Please
  - Thank you
  - I apologize
- Do not keep people on hold for too long. If necessary, offer to call them back
- Speak clearly, slowly, and with confidence

**Outgoing Calls**
- Express yourself clearly and concisely
- After someone answers the phone, identify yourself before asking to speak with the desired person
Messages and Transfers

- Message should be complete, legible, and delivered appropriately and make sure to include:
  - Full name
  - Date and time of call
  - Brief message

- Warm vs. Cold Transfers
Voicemail Etiquette

- Voicemails are heard by a variety of people.

- Greetings should let the caller know who they have reached, your availability status, when they can expect a call back, and instructions on what to do if the call is urgent.
Email Etiquette

- Use spell check and proper grammar.
- Provide appropriate contact information in your signature.
- Do not use inflammatory language.
- Do not use bright colors and inappropriate quotes in the signature line.
Cell Phones/Facebook/Other Personal Online Activity

- Our culture can be flexible in this area if it is not abused.
- When professional and productivity are compromised, flexibility can be rescinded.

**Supervisors:** Try to take flexible approach, but address productivity issues as necessary.
Online Presence

- Always keep pictures, quotes, comments and signatures professional
- When possible, please use the Google calendar function to indicate work flow
- Be cautious with all social networking because it is very public
Breaks/Social Time

- Formal breaks are allowed but most employees tend to take more informal breaks. Either form should not be abused.
- Socializing more than appropriate reduces your productivity and that of your coworkers.

**Supervisors:** Try to take flexible approach, but address productivity issues as necessary
Meeting Etiquette

- Be on time
- Be prepared
- Be focused and engaged
- Contribute

Dilbert comic:

Excuse me. By my count, you've said the same thing 27 times, using different words.

If I can get sworn statements from everyone here that we understand your point, will you stop talking?

That's mighty rude of you.

I don't get your point. Can you repeat it 26 more times?
Professional Attire

- Remember this is a professional work setting, even on casual days
- Professional dress is neat, relatively conservative
- It is not revealing, tight, etc.
- **Supervisors**: These issues should be addressed in private
Thank You!!!