

# **STUDENT EMPLOYEE HANDBOOK 2009-2010**

## **Benson University Center**

### **Wake Forest University**

Welcome to the WFU Benson University Center. You are working in one of the most visible and highly used buildings on campus. The Benson University Center is a popular gathering spot for students, staff, faculty, alumni, and guests. Within the unique 100,000 square foot facility you can meet friends for a meal, hold your organizational meetings, purchase tickets to various places and events, watch a film, attend a lecture, and so much more.

Always keep in mind that YOU are the Benson University Center. You may be the first and only contact our customers and guests have in the building. Your attitude and customer service skills will shape their opinion of the Benson University Center and possibly Wake Forest University. Our success depends on your ability to interact positively and effectively with everyone you come into contact with while on the job. Please read over the handbook to familiarize yourself with our policies and procedures. A copy will be kept in each job station for reference.

It is our intent that you enjoy working in the Benson University Center and learn and grow from the experience. If there is anything we can do to enhance your work experience, please let us know. Best of luck to each of you for a successful year at work and in the classroom.

Thanks from your Benson University Center management team!

James Buckley, Director  
Kathy Arnett, Director, Student Union & Associate Director, BUC  
Gale Newport, Operations Manager  
Amy Mohan, Administrative Coordinator  
Heather Shaw, Copy Center Coordinator  
Kelly Taylor, Copy Center Technician  
Debbie Lafferty, Receptionist

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## Important Phone Numbers

• Director, James Buckley.....	x4853
• Director, Student Union & Assoc. Director, BUC, Kathy Arnett.....	x5228
• Operations Manager, Gale Newport.....	x5230
• Administrative Coordinator, Amy Mohan.....	x4414
• Copy Center Coordinator, Heather Shaw.....	x4808
• Copy Center Technician, Kelly Taylor.....	x4379
• Graduate Assistant, Liz Jones.....	x4895
• Administrative Office.....	x4869
• Student Union.....	x5697
• University Police (Emergency).....	x5911
• University Police (Routine).....	x5591
• Health Services.....	x5218
• Ambulance/Fire.....	x9911
• Information Desk.....	x5255
• Set-Up Crew (Rm. 405).....	x4447
• Copy Center.....	x5251
• Ticket Office.....	x4265

## Student Managers: 2009 - 2010

### **Information Desk:**

Christine Miller

### **Copy Center:**

Caroline Mercer

### **Marketing:**

Kate Ehrhardt

### **Set-Up Crew:**

Josh DeWitt

### **Ticket Office:**

Emma Causey

### **Office Assistant:**

Julie Kraye

# **General Policies**

As an employee of the Benson University Center, you are an important part of our team. All employees are expected to understand and apply total quality management principles with a strong emphasis on customer service in their job stations. In many cases, you will represent Benson University Center to the public. Your performance at your job station and interaction not only with your coworkers, but also with our many customers, is of key importance.

We have established standards for job performance which include the following:

- Be knowledgeable about your job, the Benson University Center, and the university.
- Be responsive and attentive to meeting the needs of our customers.
- Be a team player and take the initiative to help where and when you are needed.
- Be on time to your work shifts.

## **Dress Code**

All student employees are expected and required to be neat and presentable while working. Shorts are acceptable as long as they fall under “business casual” category. NO short shorts. NO hats, frayed/cut-off jeans, tank tops, spaghetti strap tops, strapless tops, low cut t-shirts or blouses.

## **Emergencies**

- If the fire alarm sounds, clear your area immediately, lock it up, leave by the nearest exit.
- If a medical emergency should occur, call University Police at x5911 for assistance, giving your name, location, and a brief description of the injury. Remain with the injured party until help arrives. DO NOT LEAVE THE INJURED PARTY ALONE.

## **Evaluations**

At mid-year you can expect an evaluation of your job performance by your student manager. This is also an opportunity for you to make any suggestions you might have to improve the workstation. A copy of the evaluation will be signed by you and your student manager and placed in your employment file. A sample of the evaluation is provided for your reference (see Appendix).

## **Expectations for Employees**

1. Information Desk, Copy Center, and Set Up Crew employees are required to be back on campus for training prior to the freshmen arriving. All other employees are expected to return to campus on Monday, August 24, 2009 for training.
2. Once you clock in for your shift, please go directly to your workstation.

3. Each person will have a nameplate at his or her workstation. Be sure your name is displayed.
4. Employees must attend all scheduled meetings for their specific workstation. These meeting times/dates will be determined at training. You may clock in for these meetings. ATTENDANCE IS MANDATORY. There are also all-employee meetings each semester, you'll be given advance notice of these meeting dates.
5. Employees are not permitted to use telephones for personal use during work shifts.
6. Set cell phones to vibrate and keep personal use to a minimum.
7. Headsets are not to be worn during your work shift.
8. Hanging out with friends while working is not permitted.
9. Studying on the job is allowed ONLY if all other work is finished.
10. No one but the student employee is allowed at the workstation.
11. Drug and alcohol use on the job will not be tolerated and will be grounds for immediate dismissal, as will reporting to work intoxicated, high, or hung over. There is no appeal.

### ***Discipline and Dismissal***

- The student manager or the Benson Center Staff will file disciplinary Action Reports within 24 hours of an infraction when an employee displays unacceptable behavior. The manager and employee will meet to discuss the issue at which time the disciplinary report will be filled out and signed by both.
- Indication of drug/alcohol abuse will be grounds for immediate dismissal with no appeal.
- Disciplinary action may be issued for, but is not limited to, the following offenses:
  - failure to follow established procedures
  - intentionally falsifying any Benson University Center records
  - inappropriate behavior while on duty
  - missing a scheduled work shift/ employee meeting

**NOTE: A warning does NOT need to be issued for termination to occur.**

The Benson University Center operates on a “three strikes and you’re out” system per year. Each time an employee is disciplined, it will be documented, signed by both the student manager and the employee, and placed in their employment file. When a second discipline form is issued the employee will be placed on probation. Your manager and supervisor will determine the length of the probationary period. Any infraction during this period will result in termination. Appeals may be made to the Director.

## **Hiring Procedures**

The Benson University Center accepts applications from any Wake Forest University student for all student positions. The following criteria may be used in selecting candidates for the various positions within the building. Wake Forest University is an Equal Opportunity Employer.

1. Seniority within the Benson University Center
2. Demonstrated ability and/or potential
3. Previous experience in a related area
4. Attitude and professionalism
5. Flexibility in schedule
6. Reliability

## **Payroll**

Before being added to the payroll, each new employee must complete state and federal income tax forms (W-4 and NC-4) and an Employment Eligibility Verification Form (I-9). A driver's license, Wake Forest ID, and a Social Security card must be shown when you turn in these forms. If you are hired in the middle of the year and these forms are already on file with the University, please notify the Administrative Coordinator in the Benson University Center Office (x4414). Without this notification, you will not be added to the payroll. Paychecks will be direct deposited or mailed to your local address. You are paid on a monthly basis. Payroll runs from the first of the month through the last day of every month. A schedule of paydays is posted in the Benson Employee Office (Room 331).

## ***Timecards***

Hours worked by each employee are recorded through the use of a time clock (located in the Employee Office). In addition to the time clock, you are required to enter your time card hours into the payroll system on WIN. You will access this as follows:

- Enter WIN
- Select the "Personal" folder
- Select the "Payroll Timecard" folder
- Select the date and enter the "Time In and Time Out" for each day you work
- SAVE after entering the last hours for that day

You will follow these steps for each day you work. You are to enter the EXACT times from your timecard into the computer. If you clock in more than one time a day, you just need to select the same date and enter the In & Out times as many times as necessary. You should enter your hours each day but you can update all hours at the end of the month.

*Note: Hours worked in the Copy Center are entered in another drop down folder on WIN. Hours worked in Benson should be logged in under Benson. Copy Center hours should be logged under Copy Center.*

**BE SURE TO SAVE YOUR ENTRIES BEFORE YOU LOGOUT.** Once you have entered all hours for the month, you will hit the “Submit” button and the hours will be sent to Amy. **Timecards are due by midnight on the last day of each month.**

## **Safety in the Workplace**

Your supervisor will do everything within their control to ensure a safe workplace:

- He/she will ensure that every employee has the knowledge and ability to complete each assigned task safely.
- That the equipment and machinery are in safe operating condition.
- Correct unsafe and unhealthy conditions within their power.
- Conducting and/or overseeing training of all employees.
- Investigate accidents to discover cause(s) and identifying corrective action to prevent future occurrences.
- Taking disciplinary action with employees who do not observe safe practices.

As employees you are responsible for knowing and complying with the safety rules and maintaining a hazard-free workplace. Responsibilities include:

- Immediately reporting all injuries, no matter how minor, to supervisors at the time of occurrence and documenting them.
- Reporting unsafe or potentially hazardous conditions to their supervisor
- Promote a hazard-free workplace and encourage fellow employees to work safely.
- Contacting a supervisor when help is needed to move a heavy object.
- Operating machines and equipment only after proper instructions and/or training on their operation is received.
- Reporting any defective machine, equipment or tool to the service provider of that equipment for repair

Employees who are unaware of correct health and safety procedures will be trained or re-trained. Employees who deliberately fail to follow safe work practices and/or procedures will be subject to disciplinary action, up to and including termination.

The foundation of a safe, healthy and pleasant workplace is good housekeeping.

Housekeeping practices that will be exercised within the work and storage areas are:

- Trash and scraps will be discarded in proper waste containers.
- Any spills must be wiped up immediately.
- All materials will be stacked and stored in proper areas.
- Aisles must be kept clear at all times.
- Tools and other equipment must be returned to their proper storage after each use.

## **Scheduling**

The building is open year round and operates during Labor Day, Fall Break, Thanksgiving, Winter Break, MLK, Spring Break and Easter. Hours vary by job station. (see Appendix)

### ***Substitution Policy/No Shows***

1. If you are unable to work your shift, you **MUST** find a substitute. This is not the responsibility of your manager. Please notify your manager of the schedule change. This must be noted on the calendar in the Employee Office (Rm. 331) i.e. 10-12pm Susan for Emily.
2. If you are ill and unable to work, you must go through the job station list and secure a sub and then notify your manager as soon as possible.
3. If the person working after you does not show up for their shift on time, the following procedure must be completed before you can leave the job station:
  - Call the employee who is supposed to relieve you. Leave a message if you cannot reach them.
  - Call your student manager and leave a message regarding the situation. Even if you follow the first step and the person says they will be at the station right away, your student manager still needs to know about the time card discrepancies.
  - If you cannot reach the next employee or your student manager and it is before 5pm on a regular business day, call the Benson University Center Office (x4869) to see if they can send someone to sit at your station until a more permanent solution can be found. After 5pm on weekdays or anytime on the weekends, call the manager on-call and leave a phone number where you can be reached.

## Expectations for Student Managers

- Early return to campus for training on August 16, 2009 and January 4, 2010 is **MANDATORY**.
- Attend all manager meetings.
- Assist with hiring and training students who work in your station.
- Set up monthly employee meetings for your workstation.
- Establish a temporary and permanent work schedule for your station.
- At the end of the pay period (the last day of each month), pull time cards and put in alphabetical order. Check the hours, making note of any changes or unusual circumstances. If an employee fails to clock in or out for a shift, he or she will **NOT** be paid for that shift. Initial and date each card and deliver to your staff supervisor no later than 12 noon on the 1<sup>st</sup> day of each month.
- If an employee does not comply with assigned duties, a disciplinary action report must be completed within 24 hours, discussed with the employee, and signed by both the student manager and the employee. The student manager is responsible for placing a copy in the employee's file. The student manager should notify his or her staff supervisor whenever a disciplinary action is taken. The employee is allowed to file an appeal with the director, unless the infraction involves drugs or alcohol, which requires immediate dismissal.
- Do a mid-year performance evaluation on each employee. Set up a time to meet with each employee. The manager and employee should sign the evaluation and place it in the employee's file.
- Student managers are responsible for recognition of employees for outstanding and/or exemplary behavior.
- Create a rotating on-call schedule. You must remain in the Winston-Salem area and be accessible by phone at any time while on call. You will be the first point of contact by the Information Desk for any building concerns. The notebook is located in the manager mailboxes in the Benson University Center Office. Weekday rotation is from 5pm Monday through 7:30 am Friday. Weekend rotation is from 5pm Friday through 7:30 am Monday. At the end of each rotation, you need to fill out a brief report indicating what events (if any) occurred during this time and turn it into the director. If you encounter an emergency that you are unable to resolve, immediately contact:

Director: James Buckley (Work- x4853, Cell 336-692-9852)

Operations Manager: Gale Newport (Work – x5230, Home – 723-4240,  
Cell – 336-549-0760)

If you need to make any changes to the schedule, be sure that it is reflected in the notebook and also on the schedule posted in the Employee Office.

- Be fully cross-trained in all of the current workstations (Information Desk, Benson Administrative Office, Set-Up Crew, Copy Center, Marketing and Ticket Office).
- Keep track of supplies at your workstation. Notify your job station manager or supervisor when the supplies are needed.

# Copy Center

## Customer Service

The *Benson Copy Center* has steadily rebuilt the reputation of the campus copy center as being very customer service oriented and professional. All employees are expected to reflect these standards:

1. Professional greeting both in person and on the phone
2. Listen to your customer
3. Manners and politeness at all times
4. “Yes, we can” attitude
5. Orders completed when promised
6. Interaction with customers and personalized service
7. Treat the customer’s job as priceless
8. Problem solve roadblocks or issues
9. The customer before you is your first priority
10. Thank your customers for their business

**And most importantly, Smile!**

## Employee Expectations

In order to reach the highest levels of customer service, employees are expected to perform their job with the highest degree of professionalism, respect and cooperation not only with our customers, but also with fellow employees.

Employees are expected to:

- Arrive for work on time
- Be well groomed, neat in appearance and adhere to dress code policies
- Be polite and helpful to customers and fellow employees
- Show initiative in their responsibilities and duties
- Work together as a team
- Perform their duties with respect, integrity and professionalism
- Be open to constructive communication and feedback
- Be open minded and look outside the box
- Share ideas
- Feel pride/ownership in what they do

## **Copyright Protocol**

The Copyright Protocol is designed to provide solutions to customers who wish to reproduce copyrighted, trademarked, and restricted materials, while still protecting the rights of copyright and trademark owners and upholding the laws against counterfeiting.

Restricted material maybe reproduced in black and white only; if it is a negotiable instrument, enlarge the original to 150% or reduce it by 75%.

The color reproduction of negotiable instruments, forms of personal identification and cash is strictly prohibited. Any violation of this procedure will result in immediate disciplinary action, which may include termination. If a customer requests an employee to copy material that he/she finds personally offensive or otherwise believes it is improper to reproduce, the employee may direct this customer to a supervisor.

## **Cash Control**

The copy center accepts payment for services via 4 methods: Cash, Credit Card, Deacon Dollars or Departmental Charge. For each transaction, an order form must be completed by the customer. Information that must be included on the order form is:

1. Customer Name
2. Phone number or extension
3. Date
4. Account # and Department Name (Departmental Charges Only)

(If a representative of a department does not have an account number at the time an order is placed, the representative must have the information prior to the pick up or delivery).

For cash, credit card and Deacon Dollar transactions, you should give the customer a printed receipt from the register.

A cash base of \$25.00 will be available to make change for cash transactions. It is the responsibility of each employee at the start of his or her shift (9am Shift) to count the beginning cash on hand to verify the base. Any discrepancies, whether over or short, must be documented and a supervisor contacted as soon as possible. There will be no borrowing from the cash till at any time. Cash discrepancies will be investigated.

Violation of the cash control policy will result in termination and/or law enforcement involvement.

# Information Desk

The Information Desk is the central information and service area of the Benson University Center and the entire campus. Patrons can rely on the staff to help answer a variety of questions. Keeping abreast of campus activities, university offices, and general university knowledge (such as dates of registration, special events, familiarity with Benson rooms, etc.) will help you respond in a helpful manner to those requesting information. The Benson University Center staff will make every effort to keep you informed of all current and upcoming events.

## Job Description

- Arrive at your workstation at least five minutes prior to the start of your shift.
- Serve as a resource and a contact person for visitors to Wake Forest University and the Benson University Center.
- Answer the telephone and provide appropriate assistance.
- Provide information about Benson University Center events.
- Distribute room keys according to building room reservation listings, etc.
- Keep an ongoing log of room usage.
- Turn on the 2 television monitors located on 3<sup>rd</sup> floor.
- Assist in evacuating the building in the case of an emergency according to the Benson University Center plan.
- Keep records of the Lost and Found items.
- Open the Benson University Center at the appropriate times.
- Maintain EMS computer as directed.
- Other duties as assigned.

## General Policies

- **Only on-duty personnel are allowed behind the Information Desk.** Friends are **NOT** permitted behind or loitering in front of the desk.
- Please leave your cell phone on ‘vibrate’ and keep personal use to a minimum while on duty. No headphones or personal cell phones are to be used during your shift.
- You may study while on duty, but only when proper conditions permit.
- No one may sit or rest his or her feet on the Information Desk or on open drawers.
- **No hats** may be worn while working.
- The Information Desk phone is for business use only.

## Opening and Closing Procedures

An opening and closing checklist, which outlines procedures followed by the Information Desk staff, is located in the Information Desk Resource book. If you encounter a problem, please notify the Associate Director, supervisor for this job station, and complete a “Problem Found” form. Return this form to the Operations Manager in Room 335. At 10pm, the Night Manager will take over at the Information Desk.

## **Maintaining the Information Desk**

All brochures and fliers available at the Information Desk are to be kept in a neat and orderly fashion on the credenza counter. The desktop and glass should be kept clean using the cleaner and paper towels found in the cabinet. Please report any carpet stains or other housekeeping needs to the Director at x4853.

## **EMS Instructions**

1. Go to VEMS.WFU.EDU
2. Click on "Enter Reservation System"
3. Click on "Browse"
4. Choose the Date
5. Click on "Building" and choose "Benson"
6. Click on "Apply Filter" and the schedule will come up
7. Adjust to fit screen

## **Television Monitors**

There are 2 television monitors located on the 3<sup>rd</sup> floor. The first shift of the day should get the remote and turn on every monitor, muting each one. No one is allowed to remove the remote from the Info Desk, or change the channels. If you have any questions about this, contact the Director at x4853.

## **Walk-Up Inquiries**

Be alert to assist visitors who have questions. Many visitors are too timid to interrupt a person who appears to be engaged in another task. It is your responsibility to offer assistance to everyone who approaches the desk. If you do not know the answer to a question, attempt to find the answer. Never respond with "I don't know." Please be as helpful as possible.

## **Troubleshooting**

If someone using a meeting room approaches you with a problem (i.e. room is set up incorrectly, need of additional equipment) and it is during the regular business hours (8:30am – 5pm Monday through Friday) follow these steps.

- Call the Set-Up Crew Room first at x4447; if there is no answer, call the Operations Manager at x5230 for assistance during business day hours.
- If problems arise during evening hours, call the Set-Up Crew room x4447 or the cell phone of the person on duty. If there is no answer, call the manager on call.
- If problems occur during weekend hours (5pm Friday through 8pm Sunday), call the Set-up Crew person-on-duty.
- If there are problems with food service, call Dining Services (x5610 or x4608).
- For housekeeping problems during business hours, call the Operations Manager (x5230), the Director (x4853), or the Associate Director (x5228); if after hours, call Facilities Management (x4255).

## **Telephone Inquiries**

Answer the phone by saying, “Benson University Center Information, this is \_\_\_\_\_, may I help you?” This identifies you to callers and lets them know that you are there to provide assistance. Never let the phone ring more than three times. There are two incoming lines to the Information Desk. If the second line rings, politely ask the first caller to hold while you answer the second call – then ask that caller to hold while you attend to the first caller. Try to find the answer or direct them to another person or department that might try to help them. Never say, “I can’t help you.”

Additional buttons on the phone: **transfer** – to transfer a call: give callers the number you are transferring them to, push “transfer,” dial the extension, then push “transfer” again; **forward** – when you open each morning, the phone should be on forward (a voice message system). Simply press “forward” once to release the phone from voice mail. The rest of the lines on the phone are inactive.

While more information can be found on WIN, the Information Desk policy is to give out ONLY information that is located in the public directory at [www.wfu.edu](http://www.wfu.edu). If a caller gives you a difficult time because you will not provide additional information, you can transfer them to your job station supervisor at x5228.

## Process for Signing Out Keys

- Determine whether the requester has the authority to check out that key by locating his or her name in the key register.
- Confirm that his or her department/organization has a reserved meeting room by checking the daily schedule. Indicate that a department/organization has actually checked out the key on the daily activity schedule. **Initial and indicate the time. Indicate no-shows as well.**
- Ask the individual for identification (WFU ID or driver's license). **No matter what key is involved and no matter who is making the request (student, faculty, or staff), anyone unable to leave a form of identification at the desk cannot check out a key.** The only exception to the rule is Benson University Center employees. In this case, it is only necessary for the individual to show his or her Wake Forest ID.
- After receiving identification, file it according to the room number in the Key Register Notebook and complete all parts of the corresponding notebook page.
- Give the key to the individual and remind them to return the key when they are finished (in order to get their ID back) and that the key cannot leave the building. *Also ask the individual to remember to turn off the lights in their meeting room as well close and lock the door.*
- When the key is returned, return it to its proper place in the cabinet, return the individual's ID, and check the "Time In" column in the Key Register Notebook. Note when a department/organization has returned the key on the daily activity schedule. *Verify that the user has secured the room before they leave.*
- If you have any further questions as to whether or not you should check out a key to an individual, contact the Associate Director (x5228) for Benson offices or the Operations Manager (x5230) for meeting rooms. If it is after regular business hours, call the manager on call for assistance.
- **Never distribute the Information Desk key out to anyone or remove the key from the building. This may be grounds for dismissal.**

**It is very important to keep an accurate log of all key check outs and returns. It is our ONLY way to track keys.**

## **Key Classifications**

These room keys can be checked out **only** when there is a valid room reservation on the daily schedule of events.

### *Reserved Room Keys*

**215 – Pugh Auditorium  
301 – Ford Conference Center  
343 – Conference Room  
344F – Conference Room  
401 – Multipurpose Room  
406 – Conference Room  
407 – Meeting Room  
409 – Meeting Room  
410 – Meeting Room**

Anyone wishing to check out a key to the following rooms must be on the approved key list. **If the name is NOT on the list, DO NOT give out the key!** The key list can only be updated by the Benson University Center Office.

## **Room Key Lists**

<b>Copy Center*</b>	<b>413 Black Student Alliance</b>
<b>Information Desk*</b>	<b>500 The Howler</b>
<b>Set-up Crew*</b>	<b>502 The Student</b>
<b>304 Student Government</b>	<b>503 Three to Four Ounces</b>
<b>335 Benson Office*</b>	<b>506/07 Photography Office</b>
<b>344 Student Union</b>	<b>512 WAKE Radio</b>
<b>345 Volunteer Service Corps</b>	<b>518 Old Gold and Black</b>
<b>350 Resident Student Association &amp; IFC/Panhellenic</b>	

*\*BUC Employees and Student Union Only*

## **Exceptions to the Key Lists**

- Room 404 (Meditation Room) – is unlocked at all times but is not a reservable room.
- Room 347– (Interfaith Meditation Room) is unlocked at all times – it is reservable through the office of the Chaplain (ext 5210). All inquires should go through that office.
- ARAMARK Food Service – there is a key designated “ARA” on the key board. Any ARA employee may ask for it to set up for a food event in one of the meeting rooms. You will need to ask to see their set-up sheet; be sure that the event appears on the daily activity schedule. If it does, the key can be signed out.

## **Art-O-Mat**

After hours, guests may purchase tokens for the Art-O-Mat at the Information Desk. Please log in the “sale,” initial and place the money in the appropriate “Art-O-Mat” binder. Tokens are \$5.00 cash only.

## **Fire Alarm Procedures**

- Lock the Information Desk telephone, drawers, and cabinets.
- Clear the 3<sup>rd</sup> floor common area as quickly as possible.
- Take the Information Desk key tag with you and exit the building through the front doors. Remain on the front patio to prevent anyone from re-entering the building.
- Once you are allowed to re-enter the building, unlock all of the Information Desk work areas.
- If an alarm sounds after office hours (5pm), leave a message on the Associate Director’s phone (x5228) informing her when it occurred and what the outcome was.

## **Lost And Found**

The Benson University Center Lost and Found is located at the Information Desk. You will receive lost items from all over campus. It is very important that you follow the procedure to ensure the items are properly documented and safely stored until they can be claimed.

- Any item that is turned into the Lost and Found (L/F) **must** be logged into the L/F notebook.
- Every item needs to be marked in numerical order using a sticker or a tag. Smaller items should be placed in one of the brown envelopes with the L/F number noted on the outside.
- Any ID’s should be returned to the Deacon OneCard office located on the 1<sup>st</sup> floor of Benson. After hours, email the office at [deacononecard@wfu.edu](mailto:deacononecard@wfu.edu) to let them know that the ID has been found and that it will be returned the next business day.
- If any keys are turned in to the Information Desk, call University Police to come pick them up.
- Call University Police to pick up any electronic devices, i.e. cell phones, ipods, cameras, computers,
- Call University Police to pick up any credit cards, wallets, checks or cash
- If pieces of mail are turned in, log them into the L/F notebook (no tag number needed) and send back to address on campus using the mail pouch in Room 335.
- All other items, once tagged, should be placed in the L/F cabinet located on the right side of the Information Desk area.
- If any item is left over 30 days, it will be donated to Goodwill.

### ***When an Item Is Claimed***

Have the claimant describe the item and present proper identification. Remove the claim number tag from the item and have the claimant sign and date the entry in the L/F notebook. The Information Desk employee should then date and initial the proper entry in the L/F book to show that the item was claimed.

### **Email Stations**

- Please check ALL email station kiosks at the beginning of your shift. If they are not logged in, remove key from key box and reboot. If the computer does not reboot, please call the HELP DESK and report the problem on the 'Trouble-Shooting' Report.

# **Marketing**

## **Ongoing Duties of the Marketing Team:**

- Keep information and forms at Info Desk and Benson office front table stocked and current
- Rotate banners and bulletin boards every six weeks
- Monthly employee newsletter distributed at employee meeting and posted on website
- Maintain bulletin boards in employee office
- Keep marketing display posters on easels, second and third floor Benson
- Update Benson website as needed

## **General Policies**

- The Marketing center of operation is in the Benson University Center Office room 341.
- No one may sit or rest his/her feet on the desk or table.
- Keep book bags and other personal belongings under the desk or otherwise out of the flow of foot traffic.
- No headsets or personal cell phones are to be used during your shift.
- You may eat while on duty but all food must be kept in a discreet location.
- Please check email at the start of your shift, as this is how we will communicate with each other about problems and/or issues.
- Let the Director know of any problems or work left unfinished.
- Each marketing employee will work an individual schedule that will be determined at the start of the semester. Schedules can be adjusted by arrangement with student manager, but not week after week. Employees should make every attempt to work the schedule they agreed to at the start of the semester. Additional hours can be worked, if needed, but must be approved in advance by the student manager or job station supervisor.
- Marketing Team will meet once a week for approximately one hour.
- Project assignments will be handed out during meetings. Written assignment forms will then be provided in employee's inbox. When assignment is completed, employee turns assignment form in to Student Manager for signature. It is the employee's responsibility to promptly communicate any problems with an assigned project to the student manager.
- Last minute or unexpected projects may be assigned by the Director at any time. These projects are often time-sensitive and therefore may supersede other projects on the schedule. Marketing employees need to check their email often and respond as soon as possible to requests from the student manager or job station supervisor. Failure to respond in a timely way to email communication is grounds for a write-up.

- Benson Marketing has its own Photobucket account to upload and archive photographs:

[www.photobucket.com](http://www.photobucket.com)

username: benson\_marketing

password: benson123

- When uploading photos to this account, please take a few minutes to think about the pictures you are uploading. Ideally we want the best quality pictures showing the building and its staff in the best light possible. Take the time to crop photos attractively and save at 300px resolution, sized approximately 4 X 4 inches or 400X 600 pixels.
- Archiving of Marketing materials: Each marketing employee is responsible for archiving his/her own assignments. When an assignment is complete, email an electronic copy (if applicable) to the student manager. Then print a hard copy (once again, if applicable) and write the name of the electronic file on the back. File in the file drawer in the marketing office. In the case of bulletin boards or other non-electronic projects, a photograph of the display would be very helpful. If you cannot provide one, please notify the student manager or job station supervisor.
  - Labeling of archived projects should make sense. Use dates and detailed descriptions wherever possible. Photo files should be labeled as what they are, not the number your camera assigned them.

# Office Assistants

## Job Description

- Assist the Benson University Center and Student Union Staff with all aspects of office work including copying, filing, typing/ computer entry, errands, and special projects.
- Assist patrons with faxes, laminating, posters, banner paper, reservation forms and all other services.
- Greet and handle general inquiries on the phone and from all walk-in customers.
- Assist the Operations Manager and Receptionist with daily scheduling as needed.
- Other duties as assigned.

## General Policies

- The Office Assistant's center of operation is in the Benson University Center Administrative Office behind the Receptionist desk.
- Use office computer for EMS scheduling and office-related work only. You may bring your personal computer for use during your shift.
- Your name plate should always be displayed on the counter.
- No one may sit or rest his/ her feet on the desk or table.
- Jackets and coats are to be hung on a hanger in the closet.
- Keep book bags and other personal belongings behind the desk. Do not block access to file drawers.
- Set cell phones to vibrate and keep personal use to a minimum.
- No headsets are to be used during your shift.
- **STOP** what you are doing immediately to help EVERY walk-in customer or to answer the phone.
- **The assistant may study while on duty but only when conditions permit and duties are completed.**
- The assistant may eat while on duty but all food must be kept out of sight.
- Have **ALL** deliveries made by the end of your shift.
- Employees must use the white wipe board to communicate with other shifts and the receptionist about any instructions and/or information they will need to know.
- Leave detailed notes of any problems or work left unfinished.

## Office Assistant Duties

### *Answering the Phone*

Answer the phone by saying "Benson University Center, this is (your name), may I help you?" If the call is for a staff member, be sure to get the person's name and business, put them on hold, and ask if the staff member is available to take the call.

### ***Intercom***

The intercom may be used when you need to talk to someone in their office. Office intercom numbers are posted on the telephone. The intercom ring is fast ring vs. the regular telephone call ring.

- To access intercom, press I/COM button then dial appropriate number.
- To answer an intercom call, you pick up the phone and press the I/COM button.

### ***Transferring Calls to Another Extension***

- Get the caller on the line
- Press "conference" button
- Dial the extension to be called, when the other line answers, the connection has been made. Tell the person who answers that you are transferring a call and any other pertinent information
- Press "conference" again and hang up
- When transferring a call, give the caller the number they are trying to reach in case they are disconnected

### ***Voice Mail***

When the red message light is on, check the voice mail messages during your shift:

- Dial x4400 or press the "Message" button
- Dial our extension - 4869#
- Dial the password (currently 0335#)
- Writing down any pertinent information or forward the call to voice mail
- To transfer a message into a person's voice mail, press 73, the person's ext. #, press 5 and say "you are forwarding a call from 4869", press #, then press 79. Then immediately **DELETE** the message by pressing 76.
- Return the phone call if applicable. You should take care of all voice mail messages that are received during your shift.

### ***Transferring a Call to Voice Mail*** (Keep the caller on the line)

- Press "conference",
- Dial 4444, voice will say "express messaging to"
- Then dial the extension followed by the # sign
- Press "conference" and hang up

### ***Getting mail from PO Box***

Our Campus PO Box is 7658. At the beginning of your shift, check with the Receptionist to see if the mail has been picked up yet. If not, the key can be found on the white hook attached to document sorter. Sort mail and distribute.

## Customer Sales

Benson Administrative Office offers the following services:

- Faxes – Sending & Receiving
- Banner Paper
- Banner Supplies (paint and foam brushes)
- Posters
- Laminating Sheets

*(The Copy Center is always open during Benson Office hours to assist customers with copies and transparencies. Inform customers that the Copy Center is a more cost-effective place to purchase copies.)*

Acceptable forms of payment are Cash, Checks, Deacon Dollars, VISA, Mastercard, AmEx, Discover Card, or departmental charge. For all payments, fill out the appropriate sales slip (two-part for cash, check, DD, charge and Departmental slip for department charge.) Have the customer take the two-part slip to the Ticket Office window while you are performing the requested service. File department charge slips in the department charge file. Last shift of the day takes charge slips to ticket office to be rung on the register. Fax confirmations and merchandise should be held at the front desk until the customer returns with a Ticket Office receipt.

### *Department/Organization charges*

- Any University Department is able to charge services to their University account. They **MUST** have their account number at the time of purchase in order charge to their Department account. Only Organizations with University account numbers may charge to an account.
- **Sororities & Fraternities do NOT have University accounts.** They must pay by cash, check, credit card or deacon dollars!

### *Poster Machine*

The Benson University Center makes posters from 8 ½" X 11" paper.

- Read the label on the inside roll of the paper to determine the color.
- Place the roll of paper pulling from the bottom towards you.
- Place the original face down on the poster machine.
- Press "start".
- Be sure to turn off machine when finished.

### *Banner Supplies*

- All colors are sold by the foot for .50 cents. Measure with yard stick.
- Banner paint is available for purchase at \$3.75 per bottle. The price includes a foam brush. Extra brushes can be purchased for .75 cents.

## ***Faxing***

Charges: \$1.00 per page (including cover page) for sending faxes  
\$0.50 per page for receiving faxes

- ***Sending:*** have the customer fill out the cover sheet. Dial the number (dial 4 digit extension for on campus numbers, a “9” first for local calls, a “9-1” for long distance, a “9-011-country code” for international calls). Place the materials face down and press the “start” button. The paper will scan through the machine and will be held in memory until the fax has been sent. A transmittal sheet will be printed to confirm that the fax was sent.
- ***Receiving:*** the telephone on the fax machine will ring when there is an incoming fax. If the fax is for a student or faculty member, call and tell them that the fax has been received so that they may retrieve it. They will need to pay for the fax at the time they pick it up.
- When a fax is received, if it is for a department, place it in the "to be delivered" slot in the document sorter and deliver before the end of your shift. Fill out a green slip with the departmental name, departmental account number, and the individual's name. Put the completed slip in the department charge envelope. The last shift of the day will take the department charge slips to the Ticket Office.
- ***Make sure that the fax machine always has paper!***

## ***Laminating Machine***

- Fee is \$1.00 per page
- Place original in laminating pouch
- Place pouch in white cover
- Run through machine once it is warmed up/ready “green light” on.
- Be sure to turn the machine off when you are done.

## **Other Services**

### ***Scheduling of Rooms/Vendor Tables/Outdoor Venues***

Reservation Requests are submitted three ways:

1. Online via the Benson University Center web page; these requests arrive in the Benson Office email: [bensonoa@wfu.edu](mailto:bensonoa@wfu.edu)
2. In person via a paper reservation request form
3. Via fax

Email should be checked on a regular basis. Reservation request forms are to be printed out for processing.

Assist all customers with the completion of their reservation form:

- Look over form to be sure all information has been provided, including title of event, # attending, 1<sup>st</sup> & 2<sup>nd</sup> choice room, set-up and equipment for larger room requests.
- Date & time stamp when it is turned in & give customer back copy of request.
- Customer will receive a written confirmation via email or campus mail (unless they request it be sent by fax).
- Assist all phone inquires when possible. (able to confirm via telephone what room has been assigned, etc). NO telephone reservations are to be taken. All requests MUST be submitted in writing.
- Look up availability of space on EMS only to verify that space may NOT be available. Even if a space appears to be available, there is NO guarantee it will still be available when requestor turns in a reservation form.
- Small room reservations and Vendor Table requests should be entered into EMS as they are received. Make sure to charge \$60 per Vendor table per day for non student organizations or departments.
- Note: More information on scheduling can be found in a separate notebook located at the OA desk. Please see the Operations Manager with any questions.

### ***EMS Billing Procedures***

#### ***Taking EMS payments from walk in customers***

To assist customers wishing to make payments in the office, whether for room fee, rental fee, or vendor table, the receptionist will follow the following procedure:

Open the confirmation screen in EMS. Type “paid in full” in the notes field, then print two copies of the confirmation. Process the payment. Give one copy of the confirmation to the customer. On the other copy of the confirmation, attach the record of payment, whether it is a credit card receipt, the actual cash or check, or write “paid with Deacon Dollars” on the confirmation. Put this copy in the Administrative Coordinator’s in-box.

### **Poster/Easel Reservations**

Poster/Easel Request Approval Rules:

- Maximum reservation is 7 days.
- Cannot advertise an event that serves alcohol.
- Space limited to second and third floors. If they request both floors, advise them that you will display on both floors as long as space is available but you may have to remove the poster early from one of the floors if another request comes in and there isn’t another easel available. Only guarantee an easel on one floor for the entire 7 days. Student Union has a permanent easel on both floors (do not schedule anything for these easels – they are for student union use only).
- The Benson University Center Marketing Department has a permanent easel on both floors (do not schedule anything for these easels – they are for the Marketing Department use only).

- Keep a poster on all of the easels at all times. There are several “generic” Benson posters in the supply closet that can be used. Swap these out as needed.

Charges:

- There is \$10 per day per easel rental fee for non-campus organizations. Fee is waived for chartered organizations and WFU departments. Rental fee must be paid in advance.
- There is a \$7.00 charge per poster to enlarge a flyer. **Must pay before easel is reserved and put on the schedule. Must mark paid and form of payment on form.**
- If the poster is being charged to a department, be sure to get the department code before you make the poster. Complete a department charge slip and put in the charge slip envelope.
- After processing the payment, mark “paid” and the form of payment on the Poster/Easel reservation form.
- If they are having a poster made to put on an easel, be sure to reserve the easel before you enlarge the poster (there may not be an easel available).

Processing Poster/Easel Reservations:

- DO NOT reserve an easel before you receive the poster that is to be displayed (many people have reserved easels and never brought the poster – therefore it has become necessary to require that the poster be given to us before a reservation can be made).
- ***Before the customer leaves***, check the Easel Requests Binder to see if an easel is available for the requested location and date(s).
- Make sure all information is complete on the form including: paid, date turned in, write which easel(s) is reserved, approved by and color of poster.
- All entries in the Easel Requests Binder should be made in pencil.
- Mark the reservation date range with a continuous vertical arrow in the column of the reserved easel. At the start date and end date, draw a horizontal line across the column. Next to the vertical line, write a very short description of the poster, and the reserved date range.
- Once the easel has been reserved and the poster made, place the request form and poster flyer in the left pocket of the Easel Requests Binder. Mount the completed poster on cork board or foam core board and place a post-it note on it indicating the easel assignment and the dates it will be on the easel.
- Put completed poster on cork board in the supply closet with a copy of the easel request form paper clipped to the poster.
- If request is far in future, log the reservation and complete the form and then put in front of Easel/Poster notebook for posters to be made closer to the date.
- Do not start an easel reservation on a weekend – there is no one here to put the poster on the easel on Saturday or Sunday. All posters will be put up and taken down Monday – Friday.
- Once the easel reservation dates(s) have expired, take down the poster. Remove the Poster/Easel Request Form and flyer from the left pocket of the Easel Requests Binder and file it in the “Poster/Easel Requests” file in the bottom drawer of the lateral file cabinet.

## ***Deacon Dollar Usage Forms***

Review form to be sure all information is provided. Application will not be processed unless all lines are filled in. Inform requestor that they will receive an email within 5 business days with the status of their application and will need to return to the office to review their contract with the Administrative Coordinator. Be sure to log the date & time of the request. Place in the Administrative Coordinator's mailbox.

### **End of the Day**

- Print out and distribute the daily Event Schedule. Send via email the Event Schedule as a pdf to the Administrative Coordinator. (Distribution list is in the OA notebook)
- On Friday: print and distribute Event Schedule for Monday; print Event Schedule for Saturday & Sunday and give to Information Desk only; print and distribute Weekly Activity Schedule. (Distribution lists are in the OA notebook and saved in Outlook address book as "EMS Report Distribution List")
- Make sure any work not finished is well-documented in the Communication Folder. Make your entry specific as a brief note can easily be misunderstood. The next shift will need this information in order to follow up and finish the work.
- Make any final deliveries.
- Check fax machine and copier to be sure they have paper.
- Turn off lamps, copier, and overhead light in work room.
- Shut down the computer.
- Make sure waiting area and receptionist desk are clean and organized.

### **Reminders**

- Answer the phone by the 2<sup>nd</sup> ring.
- Immediately stop what you are doing to help the customer as soon as they enter the office. Try to help visitors with their questions before allowing them access to Benson staff.
- Don't plan on coming to work to study.
- You are required to attend a periodic OA meeting.
- At the beginning of your shift, check the daily logbook for new instructions/information communicated by the Receptionist or other OAs and initial. Be sure to read all notes that have been entered since your last shift!
- When you need to leave the office, let the office staff know and return as quickly as possible.
- See the Receptionist or Administrative Coordinator with any questions!

## Set-up Crew

Your primary responsibility as a member of the set-up crew is that of preparing all reserved rooms according to the requester's specifications. Along with that, you are to be sure the conference rooms are always locked and the lights off when not in use. All furniture is to be clean and in its proper place, dry erase boards clean and window blinds are straight, down and open.

### Job Description

- Set up and break down all meeting rooms in the Benson University Center. They are – 301, 343, 344F, 401 A-B-C-D, 406, 407, 409, 410, Pugh Auditorium.
- Provide Audio-visual/technical assistance.
- Assist with the maintenance and repair of equipment. Notify student manager of any equipment problems.
- Wipe down table tops and clean dry erase boards with every set up.
- Other duties as assigned.

### General Policies

- Your center of operation while on duty is Room 405. The north doors should remain open so you can be easily found should someone need assistance. When away from Room 405, the doors should be closed and locked for security reasons, and the sign should be put on the door.
- You will be issued 2 Set-up Crew T-shirts at the beginning of the academic year. You must ALWAYS wear one of these T-shirts while on duty.
- All employees are required to attend a mandatory weekly meeting. Failure to do so will result in disciplinary action. Meetings are held at 11am each Thursday and usually do not exceed 30 minutes.
- For your personal safety, open toe (sandals, flip flops, etc...) shoes may not be worn while on duty.
- If you have any questions concerning any set-up instructions, consult your manager or job station supervisor.
- All employees are required to learn and properly use all audio-visual equipment (LCD, Overhead and Slide Projectors, Portable Sound System, Lecterns, Microphones, multimedia system in Pugh Auditorium, 301 and 344F and sound systems in Shorty's and room 401.). This must be completed during training.
- All equipment should be returned to its proper place as demonstrated during training (i.e. extension cords, equipment cords, etc).
- After every set-up is complete, you are to clean/wipe down all tables and dry erase boards. Presentation is very important in making a positive impression with the users of the space.
- No "horsing around" will be permitted while moving equipment. It is easy to lose control of the equipment resulting in personal injury or damage to the equipment, walls and artwork in the building.

- Food is permitted but be sure to clean up your area. Trash cans should be put outside of 405 every evening.
- No headsets or personal cell phones are to be used during your shift.
- You may study while on duty but ONLY when all other work is complete. All other work would include a walk-thru all meeting rooms not in use and verify that everything is neat, orderly and clean. Also stay in contact with your job station manager and supervisor to determine what other work or jobs need attention before studying.
- No visitors are allowed in Room 405.

## **Storage Rooms**

The Benson University Center equipment is kept in numerous storage areas as listed below:

### ***Room 405:***

School Tables  
 6' Tables  
 Round Tables  
 Stacking Chairs  
 Easels  
 Flip chart paper  
 36" Square Tables  
 Extra dry erase markers and erasers  
 Cleaning Supplies  
 Portable table cart  
 Upright table cart (can easily transport 6 tables)

### ***Room 415:***

Flip Charts  
 TV/VCR/DVD on carts (3)  
 1 Cassette Players (record only)  
 A/V Carts  
 Lecterns:       Self Contained Sound (1)  
                     Floor Models (3)  
                     Table Top Model w/sound (1)  
                     Small Oak Table Top w/ no sound (3)  
 LCD Projector on AV cart (2)  
 Floor Microphone Stands  
 Portable Screens (3) Behind Door  
 Hand Held Microphones – in microphone box  
 Table Top Microphone Stands  
 Microphone Cords  
 Extension Cords – on wall and in storage container  
 Platform skirting  
 Wireless hand held microphone in storage box

**Room 416:**

Extra AV carts  
2 Overhead Projectors  
1 Slide Projector on shelf  
Portable Sound System

**Room 112:**

12 Stage Platforms and stair unit  
24 display stands

**Pugh Auditorium:**

Telescoping A/V Table (stored behind stage curtain)  
Permanent Floor Lectern, which also houses:  
    Microphone, LCD projector, overhead projector, VCR/DVD,  
Upright piano

*Please Note:* Laser pointer and boom box are in Operation Manager's office, Room 337. Wireless lavalier microphone for Pugh Auditorium is also stored in the Operation Manager's office.

**Set-Up Procedures**

When you arrive for your shift, clock in and check to see if the key to 405 is at the Information Desk.

1. For shifts prior to 6pm, as soon as you have clocked in, go straight to 405 and locate the set-up worksheets for the day. These will list all work assignments for the day, and how they are to be set up. For evening shifts, the 6pm crew will need to get the worksheets for the following day from the Employee Office.
2. An example of a set-up worksheet is included with this manual. Familiarize yourself with the format and check with your manager or staff supervisor if you have any questions concerning this worksheet.  
**Never leave a set-up unfinished!!**
3. If a diagram is noted for a set-up, it will be attached to the worksheets. Refer to this for the specifics of the room set-up.
4. Have rooms done by the "set ready" time on the sheet.
5. The 405 key ring has keys to unlock all meeting rooms and storage rooms. These are for the set-up crew only. **Do not ever give these keys to anyone NOT on the crew!** Do not lose these keys – it will cause a security problem. When setting up rooms – keep Room 405 closed and locked. An open door creates a security risk. Never leave the key in the room – always keep it with you. While you are IN 405 keep north door open.
6. When stacking chairs on the chair racks – do not stack more than 8 high. More than 8 may cause the stack to tip over.
7. Rooms 301, 344F, 401D, 407, 409, and 410 have permanent multi-media in them so they do not require a portable LCD projector.

8. Room 401 can be divided into 4 sections by pulling out portable walls. The tool to unlock these panels is in Room 405. Take extreme care when moving the partitions in Room 401. Move each panel slowly and carefully lock into position, being sure that each one is fully locked in place.
9. The light panels in Sections B and D can centrally control all the lights in 401. Each section also has an individual panel.
10. There are permanent screens in Rooms 301, 344F, 401-A, 401-B, 401-D, 406, 407, 409, 410, and Pugh Auditorium. The screens in 301 and 401-D are electronically controlled by a light switch. The others must be pulled down by hand.
11. When moving tables to different floors, use the freight elevator located behind 401.
12. The audio panel to 401 is located in storage room 416. The touch pad controls the level and location of sound for microphones and DVD player.
13. No other rooms on the 4<sup>th</sup> floor have sound capability. If a user specifically asks for sound the “Self Contained Lectern” will be listed on the set up sheets. This lectern has its own mic/speaker and volume control.
14. Pugh Auditorium: If tables and chairs are requested, they are stored in 219C. Do not mix this equipment with the equipment from 405.
15. If you need to make any minor repairs, there is a tool kit in 415. Please notify your Manager or Job Station Supervisor of any major repairs that may be needed.
16. At the end of your shift, account for the Set-up keys before clocking out and be sure that ALL doors to Room 405 are bolted and locked.

**Once your set-ups have been completed for your shift, do the following:**

- Check all conference rooms – tables should be clean, dry erase board wiped clean with a supply of markers and an eraser, blinds are down and open, lights off and doors locked.
- If you find someone in a conference room who is not scheduled for that room, politely inform them that the rooms can be used by reservation only and ask them to leave. If you have a problem, contact the Operations Manager at x5230.
- If you find food left in the trash cans – remove the trash bag and replace with a new one (usually in bottom of can). If trash will fit into 405 trash can – place there; otherwise, take down to the dumpster on the 2<sup>nd</sup> floor loading dock.
- Make sure Room 405 is kept neat – all chairs stacked and tables in their place on the table carts. Leave an aisle down the center for movement of equipment in/out of the room. Place trashcan outside the door each night for early am pick-up.
- Keep 415 and 416 clean. Make sure all cords are properly coiled and hanging on the pegboards.
- Check the building for stray equipment left from earlier events. Put this equipment back in the proper storage room.

# Pugh Auditorium Multimedia

## Operational Procedures

### *To turn the system on:*

1. Locate the LCD touch panel and press the **Start** button. If the screen is blank, the touch panel has gone to “sleep”. Touch anywhere else on the screen to “wake up” the touch panel and the startup screen containing the **Start** and the **System Off** buttons should appear. On startup, the system powers on all equipment except for the projector and the touch panel initiates to a general help screen. Useful information on the operation of the system can be found on this screen.
2. If the system was not shut down properly by the previous user, the touch panel will not default to the startup screen. Press the **Exit** button in the lower left-hand corner of the screen to return to the startup screen.

### *To power on the Video Projector:*

1. Touch the gray button labeled **Video Projector** at the top of the screen in the center. The projector control screen will appear in the center of the screen. The **ON** and **OFF** buttons on either side of the **Projector Power** label are used to power the projector on and off, with the current status of the projector highlighted in blue.
2. The controls for the projector auto-shutoff are also located on the projector control screen. When activated, the projector auto-shutoff will power off the projector at 1:00am. The **ON** and **OFF** buttons on either side of the **Projector Auto-Shutoff** label are used to turn the auto-shutoff on and off, again with the current status of the auto-shutoff highlighted in blue. (Note – it is not necessary to utilize this feature unless the system will be operated after 1:00am.)
3. Press the **Exit** button at the bottom of the projector control screen to return to the general help screen.
4. The projector cannot be powered on for 30 seconds after it has been powered off.
5. In addition to accessing the projector control screen, the **Video Projector** button at the top of the screen in the center also displays the current status of the projector (On or Off).
6. Make sure the projection screen in the front of the room is lowered completely

### *To turn the system off:*

1. Touch the **Exit** button located in the lower left-hand corner of the screen to return to the startup screen.
2. Touch the **System Off** button located on the startup screen. This powers off all equipment, including the projector.

### ***To view a VHS Cassette:***

1. Touch the **VCR** button located under the **Source** heading on the left-hand side of the screen. The VCR control screen will appear in the center of the screen.
2. The VCR can be powered on and off using the **Power** button located on the VCR control screen. This button also displays the current status of the VCR (On or Off).
3. Insert a VHS cassette into the VCR. The **Play, Stop, Pause, Fwd, and Rew** buttons on the VCR control screen are used to play, stop, pause, fast-forward and rewind the tape, respectively.
4. Make sure the projector is powered on (see above).

### ***To view a Digital Video Disc (DVD):***

1. Touch the **DVD** button located under the **Source** heading on the left-hand side of the screen. The DVD control screen will appear in the center of the screen.
2. The DVD player can be powered on and off using the **Power** button located on the DVD control screen. This button also displays the current status of the DVD player (On or Off).
3. Insert a DVD into the DVD player by depressing the DVD/CD button on the front of the DVD player and inserting the DVD into the tray. Depress the Open/Close button again to close the tray.
4. The **Play, Stop, Pause, Fwd, Rew, Chapter Back, and Chapter Fwd** buttons can be used to play, stop, pause, fast-forwards, rewind, skip one chapter back, and skip one chapter ahead, respectively.
5. Make sure the projector is powered on (see above).

### ***To display a laptop computer:***

1. Connect the computer to the system by connecting the provided VGA and computer audio cables to the computer and to the input plate on the top of the desk. The VGA output on most laptops is located on the rear of the machine. The computer audio cable is designed to be plugged into the headphone output of the computer.
2. Touch the **Computer** button located under the **Source** heading on the left-hand side of the screen. The **CPT** instruction screen will appear in the center of the screen.
3. When using the computer input, check the computer manufacturer's manual for instructions on activating the external VGA output. On most laptops this is the FN key and one of the function keys (FN + F7 for IBM Thinkpads).
4. When using the computer audio, it is necessary to adjust the headphone output volume control, the software volume control on the computer, and the system volume control.
5. Make sure the projector is powered on (*see above*).

***To view a document using the document camera:***

If the room is equipped with a ceiling-mounted document camera:

1. Place the document to be viewed on the viewing surface of the desk. Use lighting control button #3 to illuminate the viewing surface.
2. Touch the **DOC** button located under the **Source** heading on the left-hand side of the screen. The document camera control screen will appear in the center of the screen.
3. Use the **Focus Out, Focus In, Zoom Out, and Zoom In** buttons on the document camera control screen to achieve an accurate image of desired size.
4. Make sure the projector is powered on (*see above*).

# Ticket Office

## Job Description

- Handle ticket sales and sign-ups for the Benson University Center and the Student Union Office and act as cashier for Benson Administrative Office during the business day.
- Handle general inquiries on the phone and from walk-up customers.
- Assist Benson Administrative Office and Student Union with payment processing for special events and Deacon Dollar usage as needed.
- Other duties as assigned.

## General Policies

- The Ticket Office is located in the Student Union office on the 3<sup>rd</sup> floor of the Benson University Center. Hours of operation are Mon. – Fri. 9:00 AM to 5:30 PM.
- You must adhere to dress code when on duty. After your second violation, you will be written up.
- Your name plate must always be displayed at the window.
- No one may sit or rest his/ her feet on the desk or table.
- Please set cell phones to ‘vibrate’ and keep personal use to a minimum. No headsets are to be used during your shift.
- **STOP** what you are doing immediately to help customers and answer the phone.
- **You may study while on duty but only when conditions permit and duties are completed.**
- You may eat while on duty but all food must be kept on the rear counter.
- Please check your email daily and at the start of your shift for information and updates. Also check the white board for messages from earlier shifts.
- Let Administrative Coordinator know of any problems or work left unfinished.
- **We do not hold tickets!** All tickets must be purchased in person on a first come/first served basis. NEVER hold tickets for anyone under any circumstance.

## Ticket Office Basics

### *Answering the Phone*

Answer the phone by saying "Ticket Office, this is (your name), may I help you?" Assist callers as much as possible. Ask the Administrative Office or refer to the Information Desk as needed.

### *Intercom*

Use the intercom when you need to talk to someone in the Benson Administrative Office. Office intercom numbers are posted on the telephone. The intercom ring is fast ring vs. the regular telephone call ring.

- To access intercom, press I/COM button then dial appropriate number.
- To answer an intercom call, you pick up the phone and press the I/COM button.

### ***Transferring Calls to Another Extension***

- With the caller on the line, press "conference" button.
- Dial the extension to be called. When the other line answers, the connection has been made. Tell the person who answers that you are transferring a call and any other pertinent information.
- Press "conference" again and hang up.
- When transferring a call, give the caller the number they are trying to reach in case they are disconnected.

### ***Voice Mail***

When the red message light is on, check voice mail messages.

- Dial x4400 or press the "Message" button
- Dial our extension - 4265#
- Dial the password (currently 4265#)
- Write down any pertinent information or forward the call to voice mail.
- To transfer message into a person's voice mail, press 73, the person's ext. #, press 5 and say you are forwarding a call from the Ticket Office, press #, then press 79. Then immediately **DELETE** the original message by pressing 76.
- Return the phone call if applicable. You should take care of all voice mail messages that are received during your shift.

### ***Transferring a Call to Voice Mail***

- With the caller on the line, press "conference."
- Dial 4444. Voice will say "express messaging to"
- Then dial the extension followed by the # sign.
- Press "conference" and hang up.

### ***Handling Transactions (Cash or Charge)***

**Benson University Center & Student Union accept Cash, Checks, Deacon Dollars, VISA, Mastercard, AmEx, and Discover Card.**

**All sales are first rung on the appropriate key on the Ticket Office cash register.**

There are two ways to ring a standard sale:

1. Press the key corresponding to the item or service being sold. *Example: For 2 Carowinds tickets, press Carowinds twice.*

**OR**

2. Press the number of tickets or items being sold, then the "x" key, then the key corresponding to that item. *Example: For 2 Carowinds tickets, press 2 X Carowinds*

## **Then:**

If the type of payment tendered is check, credit, Deacon Dollars, or departmental charge, when finished ringing all items in the sale, simply press the key corresponding to the type of payment tendered. The drawer will open and a receipt will print. Give this receipt to the customer. **Note: cash and checks are rung on the same button according to whether the sale is under Benson or Student Union.**

If the type of payment tendered is cash, press **SUBTOTAL** when finished ringing all items in the sale , then key in the amount of cash the customer has tendered and press **CA/AMT TENDERED** . The amount of change due the customer will appear on the screen and the receipt will print. Give the receipt to the customer with any change.

## ***Processing Payments***

**Cash:** Always enter cash sales into the register first as above and give the amount of change listed on the screen. It is best, especially when you are busy, to make change before putting the customer's cash in the drawer. 50 and 100 dollar bills should be stored under the drawer.

**Checks:** Please make sure there is a phone number on all checks tendered. If no phone number is listed, ask the customer to provide one.

**Deacon Dollars:** Please log the student's name, Deacon Dollar number, and amount of sale on the Deacon Dollar log sheet. Be aware that we have a separate Deacon Dollar machine for Student Union transactions. Follow this procedure to process:

- **Deacon Dollar Machine: (Determine if it is a Student Union or Benson Transaction!)**

- 

To use the DD Machine: \*(See Administrative Coordinator for codes)

- Operator log on code: XXXX
- Password: XXXXXX, press "enter"
- F1 key to debit (DB) account
- Swipe the card or key in the 9 digit ID#
- Enter dollar amount to be charged and press "enter"
- Hit the F1 key to continue to the next transaction

## **Credit Cards:**

To use Mastercard/VISA or Discover:

- Swipe the card or type in the account number\*
  - *\*if you manually key in the account number, the next step is to key in the 4 digit expiration date on the card. Always answer "yes" when asked if the card is present.*
- Enter the last 4 digits of the card # when prompted.
- Press "enter"; enter amount to be charged and press "enter" again
- Ask the customer if he or she wants a receipt. Press "yes" or "no" on the terminal

- If the sale is for a Student Union event, write "SU" on the top of the receipt.
- Have the customer sign the receipt.
- Customer keeps the **second** copy that prints out. Put the signed copy in the cash drawer.

**Department/Organization charges:** To process, first ring the sale in the register as a standard sale with a departmental charge as the form of payment. Give the customer a departmental charge slip to fill out. **This must be filled out completely!** Put the finished slip in the cash drawer. Some rules to remember:

- They **MUST** have their account number at the time of purchase in order charge to their Department account and they must give a name.
- **Sororities & Fraternities do NOT have University accounts.** They must pay by cash, check, credit card or Deacon Dollars!

## Running the Cash Register

### *Logging in and out of the register*

- Each cashier will be assigned a clerk number. Try to keep this to yourself as it will identify you as the person who rang up a specific sale. At the start of your shift, enter your clerk # and press CLERK #. Now you are logged in.
- At the end of your shift, press "0" and CLERK #. This logs you out.

### *Handling Register Mistakes*

- If you make a mistake before you have pressed any of the tender keys, the mistake can be corrected using ERR CORR/CANCEL.
- If you discover your mistake after you have finished ringing the sale, write your name and "VOID" on the receipt and put it in the cash drawer. Re-ring the sale correctly.
- The above policy applies to ALL mistakes, whether ringing the wrong item, ringing too many items, ringing the wrong payment type, etc. For record-keeping purposes the preferred procedure is to re-ring all mistakes correctly.

### *Closing the register and cash drawer*

- Turn the register key to "z" and press CA/AMT TENDERED. Wait until the closing report stops printing then tear off.
- Balance the cash in the drawer to \$50, including quarters. Any excess cash should match the amount of cash sale on the closing report.
- Enter 0 1 4 and press CA/AMT TENDERED to print the PLU key report. This short report breaks down our daily sales into categories.

## Opening Procedures

- Get the key from the Information Desk.
- Raise blinds and unlock window.
- Retrieve the trash can from the Student Union office.
- Set up computer.
- Turn on register and log in. Administrative coordinator will unlock safe and give you \$50 daily bank and any ticket stock.
- Clean/wipe down counter tops & clean the glass windows.
- Check your email. Check the calendar for notes from the previous shift.
- Check voice mail and answer or forward any messages.
- Check to see if any Deacon Dollar sheets have been assigned to your shift. If you are filling in for someone, you are responsible for that person's data entry as well.

## Closing Procedures

- Write down any instructions or information the next shift will need to know on the calendar.
- Print Daily Report and PLU key report from register. Attach with tape to bottom of Closing Report. Fill out closing report with requested information.
- Balance Daily Cash Sales:
  - Count cash, including quarters. Enter amounts on closing report.
  - Place closing report, deacon dollar logsheets for the day, cash, checks, charge slips, departmental charges and voided receipts in the deposit bag. Lock the deposit bag in the safe under the front counter.
- Email Administrative coordinator with any issues. Shut down the computer.
- Make sure that no tickets or credit card receipts (in the case of phone sales) are left on the counter. Lock the window. Lower blinds.
- Put the trash can out in the Student Union office to be emptied.
- Lock the room.
- Return the key to the Information Desk

## Selling Tickets

- Ticket stock is stored in the top drawer under the cash register.
- The type of tickets sold changes from season to season. Ticket office management will keep you informed about what is currently being sold and any related procedures. **Please check your email at the start of each shift!**
- **If you notice movie tickets running low, notify the administrative coordinator immediately!**

## *Student Union Event Tickets/ Box Office*

Instructions for each new event/sale will be emailed and posted in the ticket office. Please read emails carefully before selling tickets for any event. When selling concert tickets, if selling reserved seats, be sure to color in seats that have been sold on the sheet. With a colored pencil, please color in the seats accurately so if mistakes are made, they can be erased. We **MUST** keep an accurate picture of which seats have been sold. **DO NOT LEAVE TICKETS UNATTENDED.**

### *Charge by Phone Orders*

Some events will permit charge by phone orders. Generally if we sell over the phone, the tickets will be available for pickup either at the ticket office or at the door the evening of the event. While procedures for individual sales may vary, below is a basic procedure to follow when selling over the phone.

- Get a ticket envelope and write the name of the person who will be picking up the tickets and a contact phone number on it. Do this before you take their credit card information!
- Put the appropriate amount of tickets in the envelope and mark the number ordered on the front.
- Ring the sale on the register and key the credit card number and expiration date into the machine manually. Do not write down credit card numbers as we do not want to be responsible for the safety of this information.
- Put the register receipt and **BOTH** credit card receipts into the envelope with the tickets. We will ask them to sign the merchant receipt when they pick the tickets up.
- File the envelope alphabetically in the folder provided. **Always lock this folder up with the deposit at the end of the day.**

## Payment Processing

In addition to selling tickets, the ticket office staff is responsible for some payment processing for the Benson Administrative Office. Such payments may include:

- **Benson products and services, such as posters, banner supplies and faxes**
- **Retail sales for visiting vendors**
- **Deacon Dollar usage processing**

### *Taking Payment for Benson Merchandise and Services*

- Customers will receive a sales slip in the office, detailing what they have purchased. Ring the sale on the appropriate key and give them their receipt to take back to the office.
- For department charges, give the customer a charge slip to fill out as detailed in "How to Process Different Forms of Payment." Make sure the slip is complete, including account number, the name of the purchaser, what was purchased and the price.

## ***Processing Retail Sales for Visiting Vendors***

Over the course of the year outside retail vendors will conduct business at the Vendor Tables in the Food Court on the second floor of the Benson Center. These vendors can arrange, through a contract with the Benson Office, to accept Deacon Dollars as a form of payment. When this happens, all payment processing for these Deacon Dollar sales is done in the ticket office. Ticket office staff will be notified in advance of any sales as well as receiving any specialized instructions. Below is a basic procedure for processing outside retail vendor sales.

- Customer will present a sales ticket issued by the vendor, usually with a white copy and a yellow copy.
- Ring the after-tax amount on the ticket and press the vendor's key on the register. Press the Deacon Dollar tender key.
- Process the Deacon Dollar transaction and record the student's number on the Deacon Dollar log.
- Stamp the yellow copy with the "paid" stamp. Give the student this and their receipt to take back to the vendor. Spike the white copy so the transaction records will stay in the order received.
- At the end of the day, put all vendor sales slips in the Ticket Office outbox for pickup by the Administrative Coordinator or Student Manager.

## ***Deacon Dollar Usage Processing***

Student Organizations are allowed, through signing a contract with the Benson Office, to accept Deacon Dollars as a form of payment for some fundraisers and other sales. These payments are accepted through the use of "Deacon Dollar sheets," which record student names and 9-digit DD numbers, as well as the amount of each sale. Ticket office staff is responsible for processing these sales. At the start of your shift, check to see if any sheets have been assigned to your shift for processing.

### **Processing Deacon Dollar Sheets:**

- All processing is done on the Benson Deacon Dollar machine. Key the numbers manually according to the instructions for Deacon Dollars found earlier in the handbook.
- As you enter each transaction, check it off on the sheet. This will help you keep your place.
- If you get the error message "old issue number," try changing the last digit on the DD number to the next highest digit (i.e. change a 0 to a 1 or a 1 to a 2, etc.) This sometimes makes the transaction run.
- If you get the error message "credit not allowed" or "not registered" mark through the transaction and make a note in the margin "CRNA" or "NR."
- If the funds in the account are insufficient to cover the FULL amount of the transaction, mark through the transaction and note "ISF" in the margin. **No partial payments can be accepted.**
- As you process, be aware of transactions that may differ from the usual amount on the page. For instance, someone may buy 2 shirts for \$20 instead of 1 for \$10. It is easy when processing lots of transactions to miss changes in the amount. A

- good way to catch these is to go over the sheet before you start processing it and highlight any transactions that are different from the rest.
- Organizations are not allowed to accept donations using Deacon Dollars. If you see any transaction marked "Donation," you must mark through it. Also, if you see any transaction that does not match the stated price of the sale item or is not a multiple of the stated price of the sale item, you must consider this a donation as well and mark through it.
  - When you finish entering a sheet you must total it. Enter the full total of transactions recorded on the sheet by the organization on the line labeled "Page Total Recorded." Enter the actual transaction total (total recorded minus any transactions you marked through) on the line labeled "Page total entered in system."
  - When you have finished all the sheets assigned to your shift, put your initials on the top sheet of the stack on the line labeled "Entered by" and record the date you processed the sheets. Place your finished sheets in the Ticket Office outbox for pickup by the Administrative Coordinator or Student Manager.

## **Reserving Airport Shuttles**

### ***Instructions for Shuttle Sales***

- Fill out the appropriate voucher completely. Record the student in the binder on the page for the appropriate week. Students must plan to leave no less than two hours prior to the flight time. Have the student sign and date the voucher. Employee signs and dates as witness. All policies regarding the shuttle service are clearly stated on the voucher if students have questions.
- Process payment. For one-way, give the student the white copy of the voucher. For round trip, give the student both the white and yellow copies. They will need the white copy to leave campus on the shuttle and the yellow copy for their return trip.
- File our copy of the voucher in the binder.

### ***Instructions for Holiday Shuttle Sales***

When large numbers of students travel for holidays and breaks, special hourly shuttles are offered on pre-determined dates. Each special travel period will have its own binder, with the relevant dates clearly stated on the front and specific instructions for selling that travel period found inside.

- Let the student select a shuttle time. Tell them they need to leave no less than 2 hours prior to their flight time. (Ex: if they are leaving at 3:30, they would need to be on a 1:30 shuttle.) Shuttles will load for fifteen minutes prior to departure and will depart **promptly** at the shuttle time. Make sure the student understands the driver will not wait for them!
- Enter the sale on the register and take the payment. Write up the voucher for the appropriate shuttle sale, record all info completely, have the student sign and date, then employee signs and dates as Witness. For one-way trips, give the student the white copy and file the yellow copy in the binder. For round

trip, give the student the white and yellow copies and file the pink copy in the binder. Record the student's name and applicable info in the reservation book at the appropriate shuttle time.

- For round-trip shuttles, begin by arranging the student's trip to Greensboro (see above.) ONLY if the return trip is scheduled for the return dates and time frames listed above, please go to the sheet behind the correct return date tab in the notebook and record their flight and contact information.

## **Reminders**

- Answer the phone by the 2<sup>nd</sup> ring.
- Immediately stop what you are doing to help the customer as soon as they approach the office.
- Always give the customer a register receipt.
- Don't plan on coming to work to study.
- Check your email at the start of each shift.
- You are required to attend a monthly Ticket Office meeting.
- No headsets are to be used during your shift. Cell phone use should be kept to a minimum.
- When you need to leave the ticket office, be sure to let the Administrative Coordinator know and return as quickly as possible. Do not leave the ticket office unlocked for any reason. Be sure to also lock the Student Union office.
- See Administrative Coordinator with any questions!