

## **The University of Michigan-Flint Office Hours & Business Hosting Guidelines**

At UM-Flint, it is important that all units and departments provide conscious and intentional customer service. Excellence in service and operations supports the university's mission and goals, as well as enhances the experience of students, faculty, staff, and campus visitors. To that end, the following guidelines attempt to bring consistency in interpretation of that support. Please note the guidelines below must be used in conjunction with Standard Practice Guides.

**Office Hours:** Offices are expected to be open for services at least from 8am to 5pm, Monday through Friday throughout the year. Office hours should be posted and every attempt should be made to maintain the posted hours. Collaboration of coverage between offices is strongly encouraged to minimize service inconveniences. Notices of changes in services hours should be communicated no later than 2 weeks before the change occurs. It is expected that phones should be forwarded to an office which will be able to provide an immediate response, including emergency needs.

**Holiday Parties/Seasonal Gatherings:** Each office is allowed 2 sponsored University events for seasonal gatherings. The guideline allows for a \$15 per employee maximum limit, per event, for all University expenses incurred. A reasonable guideline for closing for gatherings of this nature is up to 2 hours. Offices are allowed to close for a University sponsored event under these guidelines provided they have partnered with another office to manage incoming phone calls as well as immediate and emergency needs.

**Business Meals and Retreats** – Per SPG 507.10, pg. 8 “Business meals are those taken with guests, colleagues or donors during which focused business discussions take place. Business meals with vague unfocused purposes (such as “foster collaboration between departments”) are not permitted.

Business team building retreats are encouraged but should be distinguished between staff meetings and which normally do not include in a business meal.

Discretion to approve exceptions to these guidelines is left to the Executive Officer to which the organization is responsible.