Welcome to The University of Michigan-Flint’s on-line Work-Study Orientation. The University of Michigan-Flint’s student employees have a long tradition of giving friendly, thorough, and timely service. Your participation in this on-line orientation will assist you in preparing to maintain that tradition.
Work-Study Employment
Online Orientation

By completing this orientation you will learn about:

• Employer Expectations
• Professionalism
• The University of Michigan-Flint’s Service Excellence Initiative
• Point of Contact Skills
• Customer Service Tips
• Appropriate Dress
• Confidentiality
Work-Study Employment
Online Orientation

This will give you a solid footing as you begin employment at The University of Michigan-Flint and help you to become the best employee you can be. The online orientation should take you approximately 20 minutes.
IT IS ALL ABOUT EXPECTATIONS

At a minimum, UM-Flint employers expect you to be prompt, dressed appropriately, able to retain training information, and ready to ask questions.

Before talking about expectations in more detail, we will address a couple of important items...
First, ask yourself:

Would you want you for an employee? If the answer is no, stop here. Thank you for being honest. Tell your employer you are sorry that you will not be able to work after all, and look for a job after you are committed to the responsibility of holding a job. If you would want you for an employee, by all means continue.
At The University of Michigan-Flint, all work is important. There is no such thing as *peon* work. Don’t agree? Then…

- Eat lunch off of a dirty plate
- Walk through a patch of wet, uncut grass on the way to an interview
- Check the toilet paper dispenser

If you think on-campus employment will be irrelevant to you, then you are almost alone in this opinion. Surveys show an overwhelming majority of student employees view their jobs as *real jobs*. 
The student employees know that each day they show up for work on time, dressed appropriately, and eager to perform their job duties, they have done something highly relevant, not only for the department they work for, but for themselves.
Student employees know that they are laying the foundation for the development of their reliability, fortitude, and temperance. These are qualities that they walk with daily, and so will you. Hold tightly to them. The notion that your on-campus work is irrelevant is false.
REMEMBER!

Your education propels you toward your goal

Your on-campus job is a vital part of your education

The combination achieves your goals
It is part of your job to retain the training you receive in the workplace.

**Ask the person training you:**

- Are you allowed to take notes?
- Is there a training manual?

While you are encouraged to ask questions about your assignments, it is your responsibility to grasp the information given to you as quickly and thoroughly as possible.
You should not expect to be retrained each time you show up for work.

Supervisors are expecting you to develop expertise in the duties they have given you. Much of the training you receive is ongoing. This means you may not learn everything you need to know the first day on the job. Be patient and pay attention. If you feel you are missing some vital information, ask for it.
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RETAIN the TRAINING

THREE OF THE MOST DEPRESSING WORDS SUPERVISORS HEAR ARE...

“NOBODY TOLD ME.”

IF YOU DO NOT KNOW, ASK!
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When you leave the workplace after your first day, you should know the following:

- **Who your supervisor is** - it may be more than one person.
- **What your schedule is**: Do you have a doctor’s appointment planned? Let your supervisor know on your first day.
- **What your hourly rate of pay is**.
- **What your job responsibilities are**.
- **Where you sign (or punch) in and out**.
- **At least a basic idea of how to successfully complete your assigned tasks**.
KEEP IN MIND: Your supervisor defines what is success in the workplace.

You may have your own idea for what makes a successful workplace, but ultimately supervisors and management get to make the call.
Professionalism is a broad heading that includes:

- *Showing up for work on time*
- *Dressing appropriately*
- *Following instructions*
Professionalism means being:

- Polite
- Courteous
- Conscientious
Professionalism means asking permission for things you usually take for granted. Things like:

- Chewing gum
- Talking on your cell phone
- Surfing the internet
- Doing homework
- Allowing friends to stop by
- Where food is allowed in the office
Universities of Michigan-Flint Employers expect you to show up and arrive on time.

This is not only a matter of professionalism, it is a matter of fairness.

As you have probably already noticed, the world relies on students to keep things honest. Students have the most fine tuned “fairness-o-meter” of any group of people, anywhere. Extend that tradition to your workplace. You have been hired, scheduled to work, and above all are being relied upon to show up.
If you know you will be absent or late to work, contact your supervisor to ensure he or she is aware of your situation.

Whether you are sick, or just have an appointment during your shift, contact your supervisor first. Make sure you know whom to contact and ensure that you speak with a real person – don’t rely on a text message or voice mail.
It is vital to meet with your supervisor each semester to create a schedule that works for you. Make sure your supervisor has a copy of your class schedule as soon as you register so that he or she may develop this schedule.
While Work-Study jobs offer flexible hours, working is not allowed in between semesters. You may, however, work during Spring Break as well as finals week.

Work-Study students may not work overtime.
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APPROPRIATE DRESS & PERSONAL HYGIENE

This is an easy one. Ask your employer what is appropriate and what is not. What you wear to class and what you wear to socialize may not be acceptable wear for the workplace.

Also, watch your personal hygiene
FOLLOW THIS SIMPLE RULE: BE CLEAN AND COVERED UP!
As examples of appropriate dress, we incorporated information from the State of Michigan Employee Orientation Guidelines. The following examples are not meant to be all inclusive, but serve as a guide to define appropriate casual business wear. Departments may have different expectations.
Examples of appropriate attire:

**Slacks, Dresses, and Skirts:** Jeans (without rips, tears, holes or worn spots) and cotton or poly/blend cotton pants. Casual dresses, skirts and split skirts at or below the knee are acceptable. A good rule of thumb to use is “if you can bend over at the waist and feel comfortable that you are not showing more than is appropriate, you should be ok to wear it to work”.

**Shirts/tops:** Casual, golf shirts and turtle necks are appropriate. T-shirts are appropriate as long as they do not advertise alcohol, cigarettes, or have lewd or indecent themes, are free of holes, rips and fall below the navel.
APPROPRIATE DRESS & PERSONAL HYGIENE

**Footwear:** Loafers, boots, flats, dress sandals, open toed shoes, clogs and leather dress shoes are appropriate. If you wear sneakers you must make sure they are clean and free of rips and tears.

**Jewelry:** Should be conservative.
Examples of inappropriate attire:

Jeans which are ripped, torn, have holes or obvious worn spots, wind suits, shorts, and sweatpants.

Skirts that are mini-skirts, shorts falling above the thigh, spandex or other form fitting pants or skirts.

Tank-tops, tops with bare midriff or shoulders, and t-shirts with lewd or inappropriate advertising or having indecent themes or rips and tears.

Flip-flops and slippers are not appropriate.
Here are a few other words describing the qualities that employers look for in their student employees:

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<thead>
<tr>
<th>A teachable spirit</th>
<th>Good communicator</th>
<th>Responsible</th>
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<tr>
<td>Accurate</td>
<td>Hard working</td>
<td>Self-confident</td>
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<td>Attentive</td>
<td>Helpful</td>
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<td>Can-do-attitude</td>
<td>Honest</td>
<td>Good hygiene</td>
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<td>Caring</td>
<td>Mature</td>
<td>Pleasant</td>
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<td>Cheerful</td>
<td>Motivated</td>
<td>Self-starter</td>
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<td>Committed</td>
<td>Organized</td>
<td>Takes initiative</td>
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<td>Common Sense</td>
<td>People skills</td>
<td>Team player</td>
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<td>Customer Oriented</td>
<td>Personable</td>
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<td>Dependable</td>
<td>Polite</td>
<td>Timely</td>
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<td>Detailed-oriented</td>
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<td>Eager</td>
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<td>Enthusiastic</td>
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The University of Michigan-Flint is widely recognized for its friendliness. The University is deserving of this reputation by providing knowledgeable and caring service to our students, each other, and those external to the University. It is clear that we value people and treat them with respect and dignity. A continued goal is to build on this strength and tradition, and ensure that our service standards penetrate all levels and areas of our organization.

At The University of Michigan-Flint the most widely held values associated with service excellence are: caring about others; knowledgeable regarding roles and responsibilities; availability when needed; and follow-through on statements and commitments.
The essence of availability is providing service when and where it is needed. Help should be easy to get. Our availability depends on many factors such as location, hours of operation, physical arrangements, and accommodations for individuals with disabilities.
Step 1 to quality customer service: **AVAILABILITY**

Let the customer know you are available:

- Smile and make eye contact
- Give a positive welcome

BAD: “Hey, what’s up?”
GOOD: “Good morning.”
GREAT: “Good morning, how may I help you?”
Step 1 to quality customer service: **AVAILABILITY**

- Use positive and open body language. In other words, do not slouch or fold your arms.
- Apologize for any inconvenience.

**BAD:** "Sorry, we don’t handle class withdrawals."

**GOOD:** "I’m sorry, we don’t handle class withdrawals, for that you will have to go to the Student Service Court."

**GREAT:** "I’m sorry, our office doesn’t handle withdrawals. Let me call the Registrar’s office to see if there is someone you can talk to about that.”
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CARE

Respectful
Polite
Friendly
Fair
Helpful
Cooperative

The caring individual displays these traits in all daily interactions with people. We demonstrate dignity, a positive attitude, equal and consistent treatment, appreciation for diversity, open-mindedness, honesty, fairness, and compassion through all that we say and do.
Step 2 to quality customer service: **CARE**

Ask yourself how the customer may be feeling. Are they frowning, do they seem irritated, confused, ruffled? Be reassuring.

**BAD:** “Wow, what a mess. We can fix it, but it’s going to take a while.”
**GOOD:** “Don’t worry, we can fix this, but it may take some time.”
**GREAT:** “This isn’t uncommon. It will take a couple of days, and we will work with you until it is resolved.”
Step 2 to quality customer service: CARE

Be helpful. Often a customer does not know which question to ask. Ask questions to prompt them.

BAD: “Do you need something?”
GOOD: “What can I help you with?”
GREAT: “Are you looking for an on-campus job?” or “Do you have a question about your classes?”
Step 2 to quality customer service: **CARE**

Listen carefully to the customer. Jot down notes if necessary. Verbally summarize the customer’s situation so that you assuredly have all of the information to relay and serve them appropriately.

**BAD:** “We don’t do class registration here.”

**GOOD:** “You can find out about registration in the Registrar’s office which is in 266 UPAV”

**GREAT:** “I understand you aren’t sure where you should go to sign up for classes, and that you are also wondering if you can get a bump card. Please have a seat while I check into this for you.”
The knowledgeable person knows how to do the job well, is aware of processes, procedures, systems, technology, rules, regulations, organizational charts and responsibilities. In short, he or she is competent in terms of the knowledge it takes to serve people in an excellent fashion.
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Step 3 to quality customer service: KNOWLEDGE

Know the extent of your authority and assist the customer accordingly. Reassure the customer giving them the appropriate information for obtaining help.

BAD: “I dunno. I think you have to…”
GOOD: “Yes, we can take care of that. Let me see who can help you with that.”
GREAT: “Mr. Jones handles that. Let me see when he is available to help you.” or “Yes we can take care of that” and then lead the person through the process yourself.
Follow-through includes whatever is necessary to bring a transaction to a point of closure. We follow up until the final point is reached, and we will do what it takes to get the optimal results. This means that the matter has been thoroughly handled by us to the point that the person is clear regarding the status, outcome, or resolution.
Step 4 to quality customer service: FOLLOW-THROUGH

Keep the customer updated on the progress of the situation or problem. Once the situation is resolved satisfactorily, ask the customer if they have any questions or concerns. Let them know how to contact your office if they have further needs.

BAD: “They’re still working on it.”
GOOD: “My supervisor is checking on that now and we should have the answer soon.”
GREAT: “My supervisor is checking on that. We should have the answer in about 30 minutes. Would you like to wait, or can I call you with the information?”
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Step 4 to quality customer service: FOLLOW-THROUGH

Give a positive send off.

BAD: “See you later.”
FAIR: “Good-bye.”
GOOD: “Have a great day!”
GREAT: “Thank you for stopping in. Please feel free to come again if you have any questions or concerns.”
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Now we will take a look at Quality Service.
Quality Service is a term of action: It is the active pursuit of our customers’ satisfaction. It means identifying customer needs and applying solutions to them.

If our customers are given 100% service, they leave satisfied and return with trust that you will continue to give 100%. Commitment to giving the best quality service will ensure a feeling of satisfaction in your job. Pride, better working relationships, recognition, and the feeling of involvement are just a few of the benefits.
Quality Service

Our customers include so many people: Prospective students, current students, faculty, staff, parents, community, alumni, donors, recruiters, service organizations, and more. Remember, your appearance, actions and performance directly impact our customers’ view of The University of Michigan-Flint.

When you provide quality service, you can expect quality interaction in return. You will not only be able to show that you are a good employee to your department or office, you will be able to use this as a marketable skill on your resume for future positions. Giving quality service gives you the ability to network, serve, mentor, and learn from others.
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By following the SERVICE EXCELLENCE INITIATIVE you can be assured that you are 100% available to give the most caring and knowledgeable service possible and will be able to follow-through with this service each day you work at The University of Michigan-Flint.
LET'S TALK ABOUT PHONE SKILLS: Another key to great customer service!
FIRST AND FOREMOST:
The caller can hear your attitude:

- Don’t answer the phone with anything in your mouth. (Gum, food, etc…)
- Always smile as you answer. The customer will know if you are not smiling.
- Give the caller your full attention. Do not try to do two tasks at once, you will sound distracted.
INITIAL CONTACT:

When the phone rings... What do you do?

Most importantly, be sure to answer as promptly as possible. A good rule of thumb is to answer within three rings. Again, always smile when you answer. It may seem silly because the caller cannot see you, but they can feel the smile in your tone.
When you are answering a call it is important to relay some introductory information to the caller. All incoming calls should be answered with: “University of Michigan-Flint, [the name of your department/office, and your name.]” It is important to identify yourself.

Example 1: For the Student Assistant who is empowered to answer general questions for the department/office:
“University of Michigan-Flint, Student Employment. This is Jessica speaking. How may I help you?”

Example 2: For the Student Assistant who is acting as receptionist only:
“University of Michigan-Flint, Student Employment. This is Jessica speaking. How may I direct your call?”
If placing a caller on hold, be prompt, courteous, and offer other solutions if necessary:

**Example 1:** You have two lines ringing at once.

"University of Michigan-Flint, Student Employment. Can you hold for a moment?"

If the caller is unable to hold, ask to take their name and number and return their call as soon as possible.
Example 2: You are on one line and another line rings.

“I need to answer another line. Would you mind holding a moment?”

*Place caller on hold; then answer the second line*

“University of Michigan-Flint, Student Employment. Can you hold for a moment please?”

Place the second caller on hold. If they cannot hold take a message with their name and number and call them back as soon as possible.
When transferring a call, be sure to have pertinent information for the recipient of the call.

Ask the caller’s name and what the call is regarding; then relay the information to the person receiving the call.

This will give them a heads-up so they can prepare for the caller.
“Good morning, Student Employment. This is Jessica speaking. How may I help you?”
“I would like to speak to the Director please.”
“Could I tell her who is calling?”
“Yes, this is John Doe, from Isabella Community Center.”
“...and could I tell her what it is regarding?”
“I am calling to discuss a volunteer opportunity for students.”
“Thank you, Mr. Doe, please hold a moment while I direct your call.”
---holding---
“Hello?”
“Ms. Smith, I have Mr. Doe from Isabella Community Center on the line. He is calling regarding a volunteer opportunity.”
“Thanks, Jessica. Go ahead.”
If you are unable to help a caller because they ask questions about another area of the University, do not let them go with, “I am sorry you have reached the wrong area,” or even, “That is not an area we can help with, but University Events can help you.” To give excellent customer service you must go over and above general information.
Give the recipient of the transferred call as much information as possible. Try to avoid “blind transfers” that frustrate the caller because they must repeat their entire story.

**EXAMPLE:**

“Good morning, Student Employment. This is Jane Speaking. How may I help you?”

“Could you tell me the tuition deadline for this semester?”

“I am sorry, sir, our department does not have that information. I believe you can get the deadline from Student Accounts. Let me get that number for you... (retrieve the information.) If you are ready, I will give you that number and then will transfer your call.”
The important thing to remember is we are here for the customer, whether they are students, staff, faculty, or guests of the University. The service we give in our offices reflects the service and attitude of the entire University, and in turn effects the way we are perceived as a community of higher learning.
An easy way to remember the steps of quality customer service, whether in person or on the phone, is to use this acronym:

**G**reet: Be sure the customer is greeted by giving your name and department. Remember, “SMILE!”

**U**nderstand: Ask helpful questions to gain the most detailed information.

**E**xplain: Give the customer your full attention and relate appropriate information to them.

**S**uggest: Anticipate any needs they may have but have not expressed, and give them the extra information.

**T**hank: Thank the customer, inviting them to call back with any further questions.
CONFIDENTIALITY

As an employee of The University of Michigan-Flint you are expected to understand that all materials handled are strictly confidential. Information should only be discussed with other students during completion of an assigned task. You are obligated by FEDERAL LAW to treat all personal and academic information obtained through university departments and offices with sensitivity and confidentiality. Breech of confidentiality could put your job in jeopardy.