Professional Expectations

CUSTOMER SERVICE
When addressing the public, whether on the phone or in person, it is of utmost importance to be friendly, kind, and helpful. As a student employee, you are an extremely valuable ambassador for the University. It is critical that all customers (students, prospective students and families, staff, faculty or off campus constituents) are treated with respect and grace.

PERSONAL APPEARANCE
A neat and clean appearance is always required as a student employee. You may come to work dressed as you dress for class. Specific clothing requirements should be discussed with your supervisor. Various departments may require different rules based on your interaction with the public and the type of work that is performed. In general, student employees should not wear the following: tight leggings or spandex, tank or crop tops, tattered or ripped clothing, or sweat pants. Shoes should be worn at all times. Sweatshirts and t-shirts are allowed, however, please be sure any messages on them are in line with the mission of Carnegie Mellon University.

TELEPHONE USE AND PERSONAL VISITORS
Receiving or making personal phone calls while you are working is not acceptable except in the case of an emergency. When meeting friends or family at the work place, please arrange to meet them in the lobby or outside of the work area. Most departments have limited space and are open to the public, so it can be very distracting to other staff members if personal discussions are taking place.

All visiting (on the phone or in person) must take place during scheduled breaks or lunch periods. This also applies to student employees visiting with each other within the confines of an office. Please use professional judgement in determining the appropriateness of talking with other student employees during work time. There may be times when visiting with other employees is appropriate. See your supervisor for additional guidance.

COMPUTER USE
Many students may receive e-mail messages that are directly related to their work. While it is appropriate to read and respond to work-related e-mail, it is not appropriate to read or respond to personal e-mail at any time while at work. It is also not appropriate to surf the Internet or use the computer for any personal use. Examples of inappropriate use of computer equipment/space include such things as writing school papers, studying, reading or sending personal e-mails or searching the Internet.

WORK EXPECTATIONS
Your department may have specific work spaces set aside for student employees or you may be sharing space and equipment with other staff members. In either case, it is important to be considerate of others. Keep your work area clean and presentable. Do not leave food or beverages in your area and clean up after yourself by making sure trash is in the garbage and recyclable items are in the proper bins. You will want to discuss specific expectations with your supervisor.