Welcome to Student Employment Services’ Student Employee Orientation!

CMU’s student employees have a long tradition of giving friendly, thorough, and timely service. Your participation in this online orientation assists you in maintaining that tradition.
By completing this orientation you will learn about:

- Employer Expectations
- Professionalism
- CMU's Service Excellence Initiative
- Point of Contact Skills
- Customer Service Tips
- Appropriate Dress
- Confidentiality
As you begin employment at CMU, this orientation gives you a solid footing, helping you become the best employee you can be. The online orientation takes approximately 20 minutes.
IT IS ALL ABOUT EXPECTATIONS
CMU employers expect you to be:

• prompt
• dressed appropriately
• able to retain training information
• and ready to ask questions.

Before explaining expectations in more detail, two important items must be addressed.
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 unable to work after all. 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!
And second, at CMU all work is important. There is no such thing as *trivial 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 is irrelevant, then you are alone in this opinion. Surveys show an overwhelming majority of student employees view their jobs as *real jobs*.
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Our student employees know that each day they show up on time, dressed appropriately, eager to perform their duties, they have done something highly relevant, not only for the department they work for, but for themselves.

Student employees know they are laying the foundation for the development of their reliability, determination, and self-discipline. They walk with these qualities daily, and so will you. Hold tightly to them. The notion of irrelevant on-campus work is false.
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REMEMBER!

Your education propels you toward your goal.

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

This combination achieves your goals.
Part of any job is to retain the training you receive in the workplace.

Ask the person training you:
  • Am I allowed to take notes?
  • Is there a training manual?

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

Supervisors expect you to develop expertise in the duties given to you. Much of the training you receive is ongoing. This means you may not learn everything needed 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!
When you clock out after your first day, you should know:

- who your supervisor is. Maybe it is 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 clock in and out;
- a basic idea of how to successfully complete your assigned tasks.
KEEP IN MIND:

Your supervisor defines what success is 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.
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PROFESSIONALISM

Professionalism includes:

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

• Polite
• Courteous
• Conscientious
Professionalism means asking permission for things usually taken for granted, such as:

- Chewing gum
- Using a cell phone
- Surfing the internet
- Doing homework
- Allowing friends to stop by
CMU employers expect you to arrive on time.

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

As you’ve probably already noticed, the world relies on students to keep things honest. Students have the most finely-tuned “fairness-o-meter” of any group of people, anywhere. Extend that tradition to the workplace. You are hired, scheduled to work, and above all, relied upon to show up.
If you do not arrive on time or even show up for work, these are the consequences:

- Deadlines will not be met;
- Meetings will be missed;
- Customer service suffers;
- Overtime becomes necessary;
- Offices may close
This quote from one CMU supervisor expresses the importance of arriving on time:

“'I have missed several scheduled meetings when students didn’t show up (to work)... When students aren’t here, I spend the day answering the phone and directing traffic in the office, running photocopies, and doing the student’s work instead of what my boss needs me to do. The whole office is negatively impacted when our students do not show up, or [they] call at the last minute, saying they have a test to study for, or they have a paper due. We cannot function at all with undependable help.'
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APPROPRIATE DRESS and PERSONAL HYGIENE

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, pay attention to 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:

**Pants, 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 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 if they do not advertise alcohol, cigarettes, or have lewd or indecent themes, and are free of holes, rips and fall below the navel.

**Footwear:** Loafers, boots, flats, dress sandals, open-toed shoes, clogs and leather dress shoes are appropriate. Sneakers must be clean and free of rips and tears.

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

- Ripped, torn, tight or sagging jeans; pants with holes or obvious worn spots; athletic wear, shorts, and sweat pants;
- Mini-skirts, shorts falling above the thigh, form-fitting pants or skirts;
- Tank-tops, tops with bare midriff or shoulders, t-shirts with lewd or inappropriate advertising, indecent themes or rips and tears.
- Flip-flops and slippers are not appropriate.
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When CMU supervisors describe the qualities they look for in student employees, they want someone...

**WITH:**
- A Teachable Spirit
- Attentiveness
- A Can-Do Attitude
- Commitment
- Common Sense
- Enthusiasm
- Flexibility
- Good Hygiene
- Focus
- Maturity
- Motivation
- Organization
- People Skills
- Self-Confidence, Timeliness

**WHO IS:**
- Accurate
- Cheerful
- Considerate
- Customer-Oriented
- Dependable
- Detailed-Oriented
- Eager
- A Good Communicator
- A Hard Worker
- Helpful
- Honest
- Personable
- Pleasant
- Polite
- Positive
- Prompt

**WHO IS:**
- Punctual
- Reliable
- Respectful
- A Self-Starter
- An Initiator
- Thorough
- Trustworthy
- Well-Spoken
- Well-Mannered
- Willing
- A Team Player

**AND TAKES:**
- Care
- Responsibility
Central Michigan University is widely recognized for its friendliness. CMU is deserving of this reputation by providing knowledgeable and caring service to our students, faculty, staff, and those external to the University. We value people and treat them with respect and dignity. A continual goal is to build on this strength and tradition, ensuring our service standards penetrate all levels and areas of our organization.

At CMU the most widely held values associated with service excellence are:

- **Availability** when needed
- **Caring** about others
- **Knowledgeable** regarding roles and responsibilities
- **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. Availability depends on many factors: 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
- Make eye contact
- Give a positive welcome

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

- Use positive and open body language.
- Do not slouch or fold your arms.
- Apologize for any inconvenience.

BAD: “We don’t handle class withdrawals.”
GOOD: “I’m sorry, we don’t handle class withdrawals. 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.”
Caring individuals display these traits in all daily interactions. 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 or 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 to be sure you 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 Warriner 212.”
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.”
Knowledgeable people know how to do the job well, are aware of processes, procedures, systems, technology, rules, regulations, organizational charts and responsibilities. In short, a knowledgeable person is competent in terms of the knowledge it takes to serve people in an excellent fashion.
Step 3 to quality customer service: KNOWLEDGE

Know the extent of your authority and assist the customer accordingly. Reassure the customer and give 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 will do what it takes to get the optimal results. This means the matter has been thoroughly handled by us to the point that the person is clear regarding the status, outcome, or resolution.
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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, and offer a welcome of future assistance.

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 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 ensures a feeling of satisfaction in your job. Pride, better working relationships, recognition, and the feeling of involvement are just a few of the benefits.
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 Central Michigan University.

When providing quality service, expect quality interaction in return. You will not only show that you are a good employee to your department or office, you can 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.
By following the Service Excellence Initiative you have assurance you are 100% available to give the most caring and knowledgeable service possible and can follow-through with this service each day you work at Central Michigan University.
Another key to great customer service: phone skills!
FIRST AND FOREMOST:
The caller can hear your attitude!

• Do not 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 answering a call it is important to relay some introductory information to the caller. All incoming calls should be answered with: “Central Michigan University, 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:

“Central Michigan University, Student Employment. This is Jessica speaking. How may I help you?”

**Example 2:** For the Student Assistant who is acting as a receptionist only:

“Central Michigan University, Student Employment. This is Jessica speaking. How may I direct your call?”
PHONE SKILLS – PLACING A CALLER ON HOLD

If placing a caller on hold, be prompt, courteous, and offer other solutions if necessary:

Example 1: You have two lines ringing at once.
“Central Michigan University, Student Employment.
Can you hold for a moment?”

If the caller is unable to hold, ask to take a 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.

“Central Michigan University, Student Employment.
Could you hold for a moment please?”

Place 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 relevant 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 gives 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. CMU tries to avoid “blind transfers” that frustrate the caller because they must then repeat their entire story.

**EXAMPLE:**
“Good morning, Student Employment. This is Jane speaking. How may I help you?”
“Could you tell me what time the CMU Symphony starts this evening?”
“I am sorry, sir, our department does not have that information. I believe you can get the concert times from the box office. 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 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.U.E.S.T.:

• **Greet:** Be sure the customer is greeted by giving your name and department. Remember, “SMILE!”
• **Understand:** Ask helpful questions to gain the most detailed information.
• **Explain:** Give the customer your full attention and relate appropriate information to them.
• **Suggest:** Anticipate any needs they may have but have not expressed, and give them the extra information.
• **Thank:** Thank the customer, inviting them to call back with any further questions.
CONFIDENTIALITY

As an employee of CMU you are expected to understand that all materials handled are strictly confidential. You are obligated by FEDERAL LAW to treat all personal and academic information obtained through university departments and offices with sensitivity and confidentiality. You should discuss confidential information only while completing an assigned task and only with these two groups:

• CMU employees (staff, student, faculty) with a professional interest in the information.
• Students the information pertains to.

Breach of confidentiality could put your job in jeopardy.
Congratulations!

You completed the Student Employee Orientation.

Click below to return to the SES home page.