1. Rationale or background to policy:

CEPS strives to demonstrate good customer service practices. This process involves maintaining a “professional presence and presentation” for each of CEPS department’s main offices. As such, professional standards regarding “office presence and presentation” are provided below.

2. Policy Statement:

When possible, during business hours, trained staff should be available in each CEPS department’s main office.

3. Procedures:

Each CEPS department should have trained staff in the main office Monday – Friday, 8:00 am to 5:00 pm.

1. For periods of time when office coverage by qualified staff is not possible, the Office Administrator should communicate with the CEPS Dean’s Office and confirm assistance in obtaining proper coverage.

2. Department Graduate Assistants and student workers can be utilized for short periods of time to answer the department’s main telephone line and assist visitors; however, this is not an acceptable replacement for trained University staff.

3. CEPS Graduate Assistants and student workers assigned to other College units may be “borrowed” to serve as “temporary substitutes” in providing office coverage for short periods of time. In such cases, Department Office Administrators should contact the CEPS Dean’s Office for more information.