



NIGHT DESK ATTENDANT GUIDELINES/ PROCEDURES

1. Arrive five- ten minutes early to check in with the RA on duty
2. Get the duty log form and sign in log, student directories, and the important phone numbers list.
3. A sign will be posted on the entrance door, stating visitors and guests must telephone their host to be let in. It's not in your job to answer the door.
4. As people enter the building, ask to see ID. Non-residents must be signed in (you should do this to ensure that names are legible). If they don't know the name they can't visit.
5. Hours: To be determined by Ray Pearles and Shelitha Dickerson.
6. If a visitor refuses to show ID, or enters without permission attempt to determine where they went and contact the RA on duty or Public Safety. Never put yourself in a dangerous position.
7. Customer Service: Please remember that you are representing yourself and the Housing & Residence Life office.
8. Never grab or touch a student.
9. Do not provoke a confrontation.
10. Never raise your voice or swear.
11. Never fall asleep while on duty.
12. You are never to be under the influence of any drug or alcohol while on duty.
13. Maintain appropriate business behavior while on duty.
14. Friends and visitors are not allowed to hang out all night while you're on duty.
15. Disrespectful, drunk, rowdy or abusive visitors are not permitted to enter the building. If necessary call the RA on duty.
16. If a resident enters the building and is extremely intoxicated, notify the RA on duty to monitor the situation.
17. The number of visitors/ guests visiting any one resident should be monitored and is limited to 2 per resident. If a large number of visitors attempt to sign in to one room notify the RA on duty.
18. Do not leave the front desk (except to use the restroom).
19. Any unusual occurrences (including people harassing you) should be entered into the log.
20. Never hesitate to call the RA on duty or Public Safety for advice or assistance.
21. The master duty schedule will be maintained in Josh's office. Any duty changes should be noted there.
22. Duty sheets should be completed each night regardless of if something happens or not
23. You should be alert and aware of what is going on at all times!!
24. Make sure you are signing out all visitors when they are leaving!!
 - i. RULES while at the desk
 1. NO PHONE Conversations
 2. NO MORE THAN 2 VISITORS
 3. NO TV