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**EXPECTATIONS**

1. **Paid Break-10 minute breaks** are permitted during your shift for personal time. These breaks

are not guaranteed. The use of this break may be for a short personal time from your workstation such as a restroom or drink of water break. Lunches cannot be added on to this break. This break if permitted and should always follow the 10 minute time limit.

1. **Uniform Reminders and Updates**-Pants should be black dress pants for Gold Coats. The length of the pants should touch the top of the shoe. Ladies scarves should be worn outside the shirt and under the white collar. The type of bow or knot is flexible. Female Skirts should be A-line and knee length. Boots (Black) are permitted under pants only with conservative heels. Shirttails should be tucked in. Belts (Black) can only be worn if dress pants have belt loops. Personal white shirts are permitted if they meet the same guidelines and appearance of uniform. VU issued buttons or pins are the only permitted decoration permitted on uniforms.
2. **Smile and Greet**-Excellent Customer Service begins with the Smile and a Greeting.

Good morning, good evening, How may I help you or may I help (assist) you?

1. **Timecard**-Please make sure you review and approve your timecard. Please make sure Electronic green sheets are filled out completely.(names, dates and times)
2. **Call out Procedure**-Call your Manager’s pager number - Kim-615-835-8592, Ann-615-835-1414 Monday–Friday, and call 615-317-0911 on weekends.
3. **PETS**-Requests for PETS must be made greater than 24 hours prior to the start of your shift. Approval of PET requests are subject to current staffing needs of the department.
4. **Long distance codes**: The use of long distance codes are limited to the following uses:

Accommodation call backs, surgery waiting, one-time act of customer service to family in need.

1. **Gum and food** are not permitted at active work stations.
2. **Personal belongings** should not be held at workstations. Lost articles should be taken to the Emergency Dept. Police during or at the end of your shift.
3. **Time clocks**- The two time clocks closest to your work stations are the assigned time clocks for your use. This guideline should be followed 7 days a week.
4. **Work stations PC’s** are to be used only for job related business use. Personal email or other social media is not permitted.
5. **Personal cell phones or personal media devices** (tablets) are not permitted to use at your work stations. Non-VU literature is not permitted at your work station.

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