



The Writing Center
University of Maryland
1205 Tawes Hall
College Park, MD 20742
(301) 405-3785

WRITING CENTER RECEPTIONISTS' CODE OF PROFESSIONALISM

PROCEDURES: You are the first person clients, faculty, and staff encounter. Create a good first impression and deal with people promptly and courteously. Greet everyone who enters the Writing Center and ask if they have an appointment. If not, ask for their name and reason for visiting.

- Establish a positive tone. Make an effort to pronounce names correctly and remember repeat clients.
- No one without express business there should be in the tutoring area. Do not let anyone walk into the back unaccompanied or without an appointment.
- When answering the phone, say, "Good morning/afternoon. University of Maryland Writing Center—[NAME] speaking. How may I help you?" Be sure to speak clearly.
- If someone calls or stops by to speak with an administrator, ask for their full name and what the request concerns. If the administrator is unavailable, take a message.

RESPONSIBILITY: To keep our office running smoothly, complete tasks punctually and to the best of your ability. If you have a question, ask one of the administrators.

- Log report slips as you receive them to keep the desk area neat and to avoid excessive pile-up of reports. Whatever is not finished at the end of your shift becomes extra work for the next receptionist.
- Report slips reflect the Writing Center. Please type them using full sentences and watch for spelling/grammar mistakes. If you cannot read a tutor's handwriting, check with the tutor or ask an administrator for assistance.
- During slower periods, review the daily check-list to see what other tasks can be done.
- Be sure to call the office well ahead of time if you're sick and need to stay home or if you're caught in traffic. Otherwise, manage your time efficiently and be at work when you are scheduled.

RESPECT: Receptionists are responsible for the professional appearance/demeanor of the Center.

- To promote a positive work environment, minimize distractions for yourself and others (e.g. hold all conversations at a moderate level). Don't use cell phones or social media, and no personal calls or visits. Logout of personal accounts at the end of your shift.
- Keep the reception area, workroom, and tutoring area tidy.
- Project a neat, well-groomed appearance. Appropriate classroom attire is acceptable.

INTEGRITY: When dealing with information, be professional and respect everyone's privacy.

- Keep all files, computer screens, and anything else that contains confidential or student-related information private.
- Be careful about what you say regarding teachers, tutors, or students. Any information you learn about people is strictly confidential, and you should not discuss it with co-workers or others outside the Writing Center.
- At the Writing Center, you have access to a wide variety of personal information. You may not look up information about any student without reason.
- Employees are expressly forbidden from representing the University of Maryland or posting content through social media in any way related to their employment, unless given explicit permission.

**I affirm that I have read the Writing Center Receptionist Code of Professionalism carefully, and I promise to abide by it.*

Student Name (Printed)

Student Signature

Date