Wyoming Union Mission Statement  As an integral part of the University’s educational mission, the Wyoming Union fosters a sense of community by providing quality programs, services and facilities that promote development, embrace diversity, and cultivate loyalty to the University.
ROLE OF THE COLLEGE UNION

Adopted by the Association's general membership in 1996, this statement is based on the Role of the College Union statement, 1956.

The Union is the community center of the college, serving students, faculty, staff, alumni, and guests.

By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.

The Union is an integral part of the educational mission of the college.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.

- The Union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the Union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.

- In all its processes, the Union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The Union's goal is the development of persons as well as intellects.

Traditionally considered the "hearthstone" or "living room" of the campus, today's Union is the gathering place of the college. The Union provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

The Union serves as a unifying force that honors each individual and values diversity. The Union fosters a sense of community that cultivates enduring loyalty to the college.

HISTORY OF THE WYOMING UNION

The Wyoming Union officially opened its doors on March 3, 1939 with the purpose of becoming a “social center for a University community already larger than many of our Wyoming towns”. The Union was built for multi-purpose use and during its history housed a variety of services and organizations including an infirmary, dormitory rooms, alumni offices, ROTC offices, the University Post Office and the UniWyo Credit Union.

The original structure with additions in 1959 and 1973 now encompasses 125,000 square feet with facilities and services for students, faculty, staff, alumni and visitors. In 1959, the first addition was completed to provide space for the University Bookstore, increase the size of the Recreation Center, enlarge the Ballroom and create a large adjacent lounge. The north addition, completed in 1973, provided offices for the student government, the Campus Activities Center, a much larger food service facility (including what is now The Gardens), and created the main lobby and breezeway. The 1973 project also included remodeling the existing structure to provide additional meeting/conference facilities, an art gallery, administrative office space, a ticket outlet and the expansion of the University Bookstore.

Since then, several projects have been undertaken to enhance existing areas, as well as to provide expanded services in the Wyoming Union. In 1988, students voted to increase fees to support building renovations. Renovations completed in 1989.
In 2000 the Wyoming Union underwent a major ($12M) renovation, which was completed in the fall of 2002. These renovations included two additions and brought about dramatic changes to the look, feel and traffic patterns of the Union by moving the breezeway from the north side of the building to the south side. The renovation resulted in: (1) increased lounge space, (2) relocation of food service to the main level, (3) revitalization of the lower level, (4) improved event spaces and (5) expansion of the University Bookstore.

In the future, the Wyoming Union administration and the Union Board will continue to address ways to increase the customer satisfaction and overall effectiveness of building facilities. We encourage all employees and guests of the facility to make suggestions and give feedback concerning present and future operations.

**WYOMING UNION BOARD**

Student fees provide major financial support for the Union. Student activities comprise a major portion of the functions within the building. It is, therefore, vitally important that there be student involvement concerning the Union. The Wyoming Union Board was created to provide an opportunity for student participation in decisions affecting the Union.

(From UNIREG 245)

The Wyoming Union, in the fulfillment of the purposes of the facility, shall operate in accordance with the policies and regulations as formulated by the Wyoming Union Board. The Wyoming Union Board consists of five (5) students appointed by the ASUW President with the advice and consent of the ASUW Senate, one of whom shall serve as chairperson. At least two (2) of these students shall not hold office in ASUW. Student terms shall be one year with a maximum of two consecutive terms. Other members of the Board shall include a representative of the University administration appointed by the President of the University, the Vice President for Student Affairs, the Vice President for Administration and Finance, and one faculty member to be appointed by the Faculty Senate. Except as otherwise specified herein above, all appointed Board members shall serve renewable one-year terms. Ex-officio members without vote shall include the Director of the Wyoming Union who shall also serve as the Board secretary, and the Assistant Director, Wyoming Union Activities/Programs. The responsibilities of the Wyoming Union Board shall be as follows:

a. Formulate and pursue long-range plans and objectives regarding the services and programs of and occurring in the Wyoming Union;
b. Formulate the general rules and policies regarding the use of the Wyoming Union and any special requests for the use of the Union facilities by non-University members and provide for the coordination and optimum utilization of programming space and time within the Wyoming Union;
c. Be accountable to University students, employees, alumni, guests and others for facilitating such needs of the University community as are appropriate and within the purposes and available resources of the facility;
d. Consult with and advise the Vice President for Student Affairs with regard to general policies of the Union and the appointment, performance and dismissal of the Wyoming Union Director; and
e. Assist in developing priorities of expenditures for Union services. This shall include assisting with budget preparation by providing such on-going planning and evaluation as will facilitate a timely consideration of budgetary needs and changes prior to the budget being submitted to the Trustees for approval each fiscal year.

Although a professional staff operates the Union, the Wyoming Union Board has responsibility for its policies, utilization and development. In general, the policies of the Board are designed to promote a balanced program of social, cultural, educational and recreational opportunities for all users of the Union. The Board meets on a regular basis and is always interested in users input, suggestions and concerns. Please contact any Union Board member to express personal viewpoints.
2015/2016 Union Board Members

Student Representatives (voting members and chair):
- Five students, including Union Board chair, are selected in September.

Staff (voting members):
- Bill Mai, Vice President for Finance and Administration, or designee
- Sara Axelson, Vice President for Student Affairs
- Michael Brown, Communication and Mass Media, Faculty Representative
- Jim Kearns, UW Public Relations, Administrative Representative

Union Staff (ex-officio members):
- Darcy DeTienne, Director of the Wyoming Union
- Kim Zafft, Associate Director of the Wyoming Union
- Erin Olsen, Assistant Director of the Wyoming Union
- Jennifer Kirk, Assistant Director of the Wyoming Union

ADMINISTRATION

The administration and operational coordination of the Wyoming Union is the responsibility of the Wyoming Union Director. The Union Director is supported by: Associate Director for operations, Assistant Director for activities, and the Assistant Director for service and leadership programs. Each operational unit of the Union has its own manager (e.g., Events Office, Information Desk/Game Room, Custodial/Maintenance). On the average, the Wyoming Union employs 22 individuals on a full-time basis and up to 50 students on a part-time basis.

<table>
<thead>
<tr>
<th>Position</th>
<th>Phone</th>
<th>Name</th>
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<tbody>
<tr>
<td>Director</td>
<td>766-3765</td>
<td>Darcy DeTienne</td>
</tr>
<tr>
<td>Associate Director, Operations</td>
<td>766-3763</td>
<td>Kim Zafft</td>
</tr>
<tr>
<td>Assistant Director, Campus Activities Center</td>
<td>766-6341</td>
<td>Jennifer Kirk</td>
</tr>
<tr>
<td>Assistant Director, SLCE</td>
<td>766-6871</td>
<td>Erin Olsen</td>
</tr>
<tr>
<td>Marketing Coordinator</td>
<td>766-3727</td>
<td>Hannah McNamee</td>
</tr>
<tr>
<td>Office Associate Senior, Administration</td>
<td>766-3765</td>
<td>TBD</td>
</tr>
<tr>
<td>Project Coordinator Senior (SLCE)</td>
<td>766-3117</td>
<td>Sagan Hunsaker</td>
</tr>
<tr>
<td>Project Coordinator Senior (SLCE)</td>
<td>766-2889</td>
<td>TBD</td>
</tr>
<tr>
<td>Business Manager</td>
<td>766-3766</td>
<td>Jana Schott</td>
</tr>
<tr>
<td>Events Office. Special Events Coordinator</td>
<td>766-3191</td>
<td>Ryan O’Neil</td>
</tr>
<tr>
<td>Events Support Supervisor</td>
<td>766-3761</td>
<td>Justin Flori</td>
</tr>
<tr>
<td>Office Assistant Senior, Events Office</td>
<td>766-3161</td>
<td>TBD</td>
</tr>
<tr>
<td>Area Supervisor: Info Desk/Game Room</td>
<td>766-3160</td>
<td>Dan Marshall</td>
</tr>
<tr>
<td>Program Advisor</td>
<td>766-6344</td>
<td>Jacob Ostrow</td>
</tr>
<tr>
<td>Program Advisor</td>
<td>766-2752</td>
<td>Rob Essaf</td>
</tr>
<tr>
<td>Office Assistant Senior, Campus Activities Center</td>
<td>766-6340</td>
<td>TBD</td>
</tr>
<tr>
<td>Supervisor, Facilities and Grounds</td>
<td>766-3760</td>
<td>Dennis Teague</td>
</tr>
<tr>
<td>Assistant Supervisor, Facilities and Grounds</td>
<td>766-3760</td>
<td>Ian Ward</td>
</tr>
<tr>
<td>Facilities/Grounds Attendant Senior/Maintenance</td>
<td>766-3760</td>
<td>Scott Diederich</td>
</tr>
<tr>
<td>Facilities/Grounds Attendant</td>
<td>766-3760</td>
<td>Joyce Sinner</td>
</tr>
<tr>
<td>Facilities/Grounds Attendant</td>
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<tr>
<td>Facilities/Grounds Attendant</td>
<td>766-3760</td>
<td>Kelly Ockers</td>
</tr>
<tr>
<td>Facilities/Grounds Attendant</td>
<td>766-3760</td>
<td>Sonia Diederich</td>
</tr>
</tbody>
</table>
UNION FUNDING: WHERE IT COMES FROM AND WHERE IT GOES

The majority of the funds for the operation of the Wyoming Union are from student fees, rent, and retail sales. The Union receives no funding from the Wyoming legislature.

Fees and revenues are used to facilitate student use of the Union and to support student activities. Student organizations receive programming support and can utilize meeting rooms at no charge. Please keep in mind the sources of Union funding (student fees, rent, and retail sales) and work to assure that the users of the Union receive the maximum benefit of the facility. Each employee influences the Union’s ability to increase revenue and monitor costs in response to the changing demand on services.

WHAT DOES THE WYOMING UNION HAVE TO OFFER?

Programs & Services

The Wyoming Union is the community center for campus life. It provides information, services, resource centers, entertainment, educational programs, opportunities to interact with people different from one’s self, and facilities for meetings and programs. The Union is also a center for campus involvement and student employment. The Union enhances and complements both the in-class and out-of-class educational purposes set forth by the University.

The following entities provide services to further this purpose:

Administration Office – The Union Director, Associate Director for Operations, Assistant Director that oversees SLCE, and an Office Assistant are housed in this office suite.

ASTEC – The “Associated Students Technical Services” provides high quality sound reinforcement, public address systems, stage and technical lighting support, film projection, video services, dance systems, and qualified personnel to operate the equipment. ASTEC’s services are funded by ASUW and are free to UW's recognized student organizations (RSOs). In addition, ASTEC services are available to University departments at minimal charges. This office is located on the lower level of the Union behind ASUW.

ASUW – Located on the lower level are the Associated Students of the University of Wyoming (ASUW) Student Government offices. With 31 senators, a president, a vice president and executive assistants, the ASUW serves as the official voice of the student body and plays an important role in UW policy making.

ASUW Business Office - The ASUW Business Office provides account management of all ASUW and Student Publications incomes, expenses and personnel records.

Campus Activities Center (CAC) – The CAC provides students with valuable involvement opportunities. The staff coordinates and advises a variety of student programs such as Friday Night Fever, Summer Programs, Student Activities Council, Concert and Convocations, SafeZone program and the Gallery 234. They are available to assist or direct any of the 200+ student organizations with programming support, leadership development and marketing services. The CAC serves as an important source of information for campus programming.

CJ’s (Cowboy Joe’s) Convenience Store – Operated by UW Dining Services, CJ’s is a convenience store offering a variety of food items and sundries.
Computer Lab – As a service to students, the Union provides space for UW's Computer Services to operate a microcomputer laboratory. The lab is open during regular Union operating hours.

Copy and Print Center – This service provides a wide range of photocopying services to the campus community.

Custodial Services – Custodial Services is responsible for daily cleaning and maintenance of the building, as well as special projects. The department provides superior service daily to units in the facility.

Events & Reservations Office – The Events and Reservations Office coordinates the use of the Union's meeting and conference space, the Ballroom, Union display cases, table tents, banner spaces and informational table space.

Event Support Services – In charge of meeting and event set-up, the Event Support Staff has a hand in nearly every Union function and activity. Staff coordinates physical room and audio-visual set-ups.

Food Service – The Union food service operation is managed by UW Dining Services. Operations include CJ's convenience store, and the Union Food Court (i.e., Panda Express, Snowy Range Top and Go, S'Pokes Pizza, Pita Pit, Rolling Mill Café and The Gardens).

Gallery 234 – The Gallery 234 features arts and crafts by student, local and regional artists.

Information Desk and Ticket Office – The Wyoming Union Information Desk and Ticket Office, staffed primarily by students, provides campus and Laramie area information. The office approves notices for display on Union bulletin boards, sells stamps, houses the Union lost and found and supplies information as requested. Ticket for campus, local, and state-wide events can be purchased at the Information Desk and Ticket Office. These include tickets for events sponsored by Recognized Student Organizations, Student Activities Council, Concerts & Convocations, UW Athletics, UW Cultural Programs, UW Theater & Dance, Casper Events Center, Frontier Days and many others.

Multicultural Resource Center (MRC) – The MRC is a branch of the Dean of Students Office and Minority Affairs. It provides a gathering place for students of all cultures. A research library with multicultural publications is available along with computers and typewriters. Ethnic student organizations often use the MRC as a meeting place.

Non-Traditional Student Center / Women's Center – A satellite of Dean of Students office and the Multicultural Affairs, the Adult Student / Women's Center provides support for women and nontraditional students in all areas of their UW experience, providing both information and a variety of services and programs.

Pete's Game Room – The Game Room is open for the public and charges are minimal. Foosball, table tennis, shuffle board, darts and video games are also available.

Service, Leadership & Community Engagement – These offices are located in the lower level of the Wyoming Union. These programs seek to provide service and leadership opportunities for every UW student as well as offer ways for students to engage the Laramie, Wyoming, and Global communities. This is accomplished through leadership programs, service projects, the AmeriCorps program, and service-learning projects.

Student Media – Produces the Branding Iron newspaper, the Owen Wister Review and Frontiers magazine. These publications give interested students valuable experience with the creative and production side of journalism in addition to informing and entertaining the UW community.
University Store – This operation is a part of UW’s Auxiliary Enterprises. It provides textbooks, school supplies, sundries, electronics and gift items.

Wyoming Union Building Hours 2015-2016

<table>
<thead>
<tr>
<th>Normal Operating Hours:</th>
<th>Summer Hours:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon-Thu 7:00 a.m. – 12:00 a.m.</td>
<td>Sun Closed</td>
</tr>
<tr>
<td>Fri 7:00 a.m. – 1:30 a.m.</td>
<td>Mon-Fri: 7:00 a.m. - 7:00 p.m.</td>
</tr>
<tr>
<td>Sat 7:00 a.m. – 10:00 p.m.</td>
<td>Sat 11:00 a.m.- 7:00 p.m.</td>
</tr>
<tr>
<td>Sun 12:00 p.m. – 12:00 a.m.</td>
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</tbody>
</table>

Exceptions to these hours include major holidays, finals week, winter closure and special events. The Union website keeps an up to date posting of hours.

ABOUT YOUR JOB IN THE WYOMING UNION

General Job Description

Your specific job description is not included in this manual. You will receive your written job description from your immediate supervisor. There are, however, several duties and responsibilities that apply to every Union employee:

You are a representative not only of the Wyoming Union but also of the entire University of Wyoming community. Therefore, it is your responsibility to give everyone – students, faculty, staff, alumni, Laramie community members, and campus visitors – the best impression of the Union. Your dress and demeanor should reflect this concept.

Part of your job may involve answering specific questions about the University and the Union. You should thoroughly familiarize yourself with the information provided in this manual as well as your specific job description, the location of University buildings and campus events.

You are a representative of the staff of the Union. As such, you should become thoroughly familiar with the policies of the Union. Some of these are included in this handbook. Others will be conveyed to you through staff meetings or discussions with your supervisor.

Our Union is open long hours seven days a week. Flexibility in your schedule is necessary. You may periodically be asked to cover special events and/or extended hours.

Put yourself in our customer’s place. Keep in mind how you would like to be treated and served by employees of the Union. Satisfied customers, served efficiently and courteously, will return to the Union.

If you have any questions or are encountering difficulties meeting job requirements, please consult your supervisor. The Wyoming Union is committed to making your work experience successful and rewarding. Every effort will be made to accommodate you.
Five Standards of Excellence

1. Be knowledgeable about your job, the Wyoming Union and UW.
2. Treat all customers as you wish to be treated.
3. Be a problem solver for the customer.
4. Take pride in the Union and the area in which you work.
5. Assist your co-workers in all areas of the Union when needed.

Appearance

- Your job with the Wyoming Union is one of high visibility. When you are on the clock, you are a representative of the Union and the University.

- If your area has a Union staff shirt, nametag, etc. it should be worn at all times during your shift.

- Appropriate attire includes: slacks, jeans in good condition, khakis, skirts, tailored shirts and sweaters, walking shorts or shorts that are mid-thigh length, suits, and dresses. Hats should be approved by your supervisor. Please note: jeans are acceptable if in good condition, no holes nor rips.

- Inappropriate dress includes: cutoff shorts; sweats; bare midriffs; sheer blouses; running shorts; short-shorts; miniskirts; tank tops; halters; bare feet; t-shirts or sweatshirts with inappropriate messages; damaged, patched or soiled clothing of any kind.

- Shoes must be worn at all times. Flip-flops and shower thongs are not allowed. Dress sandals or “Teva” type sandals are allowed unless you work with food and beverage or if your job involves lifting and moving equipment. If you are unsure, please ask your supervisor.

- Sunglasses: Eye contact with our customers is vital. Direct eye contact establishes rapport and helps to convey friendliness and interest. Please do not wear sunglasses while you are working.

- Each employee issued a Wyoming Union name badge must wear it during working hours. The badge must be worn on the chest where it can be seen. The purpose of the name badge is to serve as positive identification of employees, and to identify employees as information sources for visitors to the Union.

- Keep in mind the variety of duties you will be performing throughout your shift and dress accordingly.

- The nature of your job, perhaps as a student supervisor or manager, may require you to have a different or more formal dress code than described in this handbook. Be sure to follow the expectations set by your supervisor.

- If not dressed appropriately when at work, you may be asked to go home and change. You will not be paid for the time you are away from work.

Attendance

Because you and your co-workers have busy schedules and other commitments, it is important that all Union employees are punctual. Arriving late or missing shifts will not be tolerated. If you should need to do either, you must notify your supervisor in advance. Should you have an emergency or illness that prevents you from working your shift, notify your
supervisor as soon as possible, so that someone else can cover for you. In the event that you want to change a shift with another employee, please verify the shift change with your supervisor at least one day in advance.

If you find that you are having difficulty being punctual or filling your shift due to scheduling or other conflicts, please discuss this with your supervisor. Every attempt will be made to create a work schedule that complements your personal schedule.

Cultural Sensitivity

Americans cannot be expected to learn all the customs that exist throughout the world. Such a list would be impossible to compile. What we can try to do is gain an understanding of non-verbal signs and symbols, such as facial expressions, gestures, postures, and intonations that occur in virtually all verbal exchanges.

It would never occur to most Americans, for example, that handing someone something with our right hand may be more acceptable than with our left, yet in some cultures, particularly in the Middle East, it is offensive to hand someone something with the left. Nor would it occur to most American women that looking directly at a man could be interpreted as bold, flirtatious or disrespectful. To her it signals directness and honesty. The actual distance maintained between people while they talk varies from culture to culture, but it does not need to be consciously thought about. In American culture people sometimes have a tendency to touch one another on the arm, shoulder, or back, when greeting an acquaintance or making a particular point in conversation. This act of friendship in many cultures would be considered rude or offensive.

The above are only a few examples of non-verbal language. To avoid misunderstandings, keep in mind the possibility that the non-verbal language which you exchange with people from other cultures may not mean what it does in America. Sometimes an explanation may be necessary in order to clarify what your message or instructions have meant.

If you have any difficulties with an individual or situation please contact International Student Services at 766-5193 for assistance. They will be glad to help you.

People with Physical Disabilities

Many able-bodied people have mixed emotions when they meet someone who is “different”. A person who fears saying or doing the wrong thing when around a person with a physical disability may avoid communication and contact altogether.

People with physical disabilities face two major kinds of barriers to full participation in our society. Physical access barriers such as architectural limitations, the need to use special equipment, or the need for special assistance can pose difficult obstacles at times. However, attitudinal barriers are far more limiting. People with physical disabilities who are viewed as “sick”, “crippled”, “slow”, or “limited” are often not allowed an opportunity to show their abilities. Having a disability does not mean that one lives under a shadow of tragedy. In most ways persons with physical disabilities live just like everyone else – working, attending school, having families, shopping, and enjoying recreation.

Some disabling conditions do require a certain level of dependency on other persons. Generally, if someone needs assistance, she/he will ask for it and will be clear about the type of assistance needed. Offer assistance, but wait until it is accepted before giving it.
People Who are Blind or are Visually-Impaired

If a person who is blind seems to need help, identify yourself and let the person know you are there vocally.

Don’t be afraid to use words like “see” and “look”. Be explicit in your directions, avoiding terms such as, “turn this way and “over there”.

To lead a person who is blind, let the person take your arm and follow the motion of your body. Place the person’s hand on the side or back of a chair when seating a person who is blind.

Guide dogs should not be distracted from their duty. Don’t distract or talk to the dog without permission from the dog’s master.

Wheelchair Users

Not all those who use wheelchairs are paralyzed, and many are ambulatory to some degree. No one is “confined to a wheelchair”.

People using wheelchairs use the words “run” and “walk”. You may use them also.

It is uncomfortable for persons in wheelchairs to look up at a standing person while carrying on a long conversation. If you can, share eye level by sitting down.

Most wheelchair riders prefer it when others refrain from sitting or leaning on their wheelchairs. Treat the chair as a part of their body space.

Most importantly, ask first before giving assistance to a wheelchair user. The person may neither want nor need your help.

The Union Information Desk has a wheelchair in the event one is needed.

People Who are Deaf or Hard of Hearing

Tap a person who is deaf on the shoulder to get his or her attention. Look directly at the person while speaking and do not cover your mouth with your hand or other object. Talk directly to a person who is deaf, not to an interpreter. Use a written message if needed. Speak in a normal speed and tone unless asked to slow down or raise your voice.

Not all persons who are deaf read lips and for those who do only about 30% of speech is visible on the lips.

If you are having trouble understanding a person who is deaf, ask the person to repeat or write down the message.

If you know sign language, try using it. Your attempts will be appreciated.

People with a Learning Disability (LD)

There are many different kinds of learning disabilities. Some people with an LD have difficulty with one or more of the following: reading, writing, memory, and spatial relationships. The one thing that people with LD have in common is that while a learning disability interferes with a person’s ability to learn, this type of disability occurs in people with average or above average intelligence. Learning disability is NOT the same as mental retardation.
In working with a person with an LD, consider that the person may have a processing problem which might affect social skills.

**People with Speech Impairments**

Allow time for the person to speak, because speech may be slower than that to which you are accustomed. Avoid the urge to interrupt or complete a sentence for the person. If you do not understand, ask the person to repeat.

*Taken from “When you meet a Disabled Person”, University of Washington*

**A Final Note on Sensitivity**

Your visible position in the Wyoming Union will enable you to come in contact with a variety of people. Take advantage of this opportunity to learn about people different from yourself. Don’t be afraid to ask questions or give assistance if needed.

**Customer Service**

The Union exists to provide a variety of services to students, faculty, staff, alumni, co-workers, UW departments, and guests from the community. Union staff members are to make every reasonable effort in the delivery of exceptional service to these customers.

*Tips to Remember about Customer Service*

“It costs five times more to attract a new customer than to retain an existing one.”

“The average unhappy customer will tell his or her angry tale to at least 9 other people and 13% of the unhappy customers will tell more than 20 people.”

*From: Technical Assistance Research Programs, Inc. for White House Consumer Affairs*

**Key Customer Concepts**

1. Our customers are our jobs, they are never an interruption to our work.
   a. They are the reason for our being here.
   b. We are always alert to serve them.
   c. They ensure the success of our organization.
   d. Our customer does us a favor by calling.
   e. The satisfied customer is the life and blood of every business.

2. We treat our customers as we would like to be treated.
   a. Brighten the customer’s day.
   b. Remember customers are people too.
   c. Our customers are people with feelings and emotions.
   d. Be sincere when dealing with a customer.
   e. Treat a customer’s problem as your own.
   f. How we say something is as important as what we say.

3. We represent the University.
   a. Be knowledgeable of your job and the campus.
   b. Take pride in your work.

4. Our customers are always right (in their own eyes).
   a. Be a good listener.
b. Never argue, strive to find solutions.

5. We never say "I don't know" to our customers.
   a. If you don't know the answer, find out before referring the customer to someone who does.
   b. State things in a positive way.
   c. Be resourceful.

6. We go the extra mile for our customers.
   a. Do a little more than the customer expects you to.
   b. A customer is deserving of the most courteous and attentive treatment we can give.
   c. Our customers bring us needs. It's our job to fill them.

7. Learn something new every time you work to help the next customer.

8. We are conscious about our contact with our public.
   a. We are aware of our tone of voice, body language, and appearance.
   b. Be courteous on the phone. Remember there is someone on the other end of the line who needs to have a question answered.
   c. Always wear your nametag, if you have one.
   d. Greet every customer with a smile.
   e. Stay "on duty", whether picking up a piece of paper from the floor or helping someone in the hall as you are walking by.

Delivery of Exceptional Customer Service

Exceptional customer service is the primary goal of the Wyoming Union.
Keep these thoughts in mind as you interact with customers:

Step 1: Send a Positive Attitude
Step 2: Identify Customer Needs
Step 3: Provide for the Needs of Your Customer
Step 4: Make Sure Your Customer Returns

Cell Phones, iPods, Personal Computers

iPods, cell phone, personal computers or other personal electronics should be turned off or put away during your shift. Personal calls should be limited and kept short. If you use electronic items for personal use and it interferes with your ability to properly serve customers it will be addressed with you by your supervisor. Remember that appearances and first impressions are everything. If customers see you on an electronic devise (including texting or checking email) while you are serving them it will leave them with the impression that they are not a priority. No one likes to be treated in this way. Also, if you are using your phone or electronic devise at work it makes you appear less approachable and less professional.

Food & Drink

Eating while on the job is discouraged. However, there are situations where your shift overlaps with mealtime. If you need to eat a meal please ask your supervisor to give you a break. Beverages and small snack items are acceptable so long as they are kept neat and out of the customer area. Please take care to keep the counter area as clear as possible for aesthetics as well as customer convenience.
Friends & Socializing

Visiting with friends/relatives while at work is not acceptable. Visits like these can be distracting, unprofessional and can make your work area uninviting to customers. Employees are expected to refrain from lengthy conversations with friends and personal telephone calls.

Harassment and Discrimination / Unireg 5

Harassment and discrimination of any kind is not allowed:

a. Do not make another individual feel uncomfortable or in jeopardy.

b. Unwelcome physical or verbal conduct that creates an intimidating, hostile, or offensive environment is not allowed.

c. Attacks or bias toward the character of an individual or group based upon race, color, national origin, sex, sexual orientation, religion, political belief, age, handicap, or other negative reference is not tolerated, whether or not the individual or a member of the group is present.

Keys

Some individuals and some areas are responsible for Union keys. Please keep these keys in a safe place at all times. Keys should never be left lying out in the open. Never allow others to borrow your keys.

Language Sensitivity

Out of respect for the dignity and sensitivity of all people, you should refrain from the use of language likely to offend or be misunderstood by the intended or unintended listener. Vulgar or profane words and expressions, or words or phrases that are demeaning to a person’s heritage, race, ethnic origin, lifestyle, religion, sexual orientation, or gender are offensive and will not be tolerated.

Studying

Please check with your supervisor regarding their policy on studying at work. Some may not allow this while at work, while other jobs allow minimal studying if all work has been completed first. Regardless, the specific job responsibilities of your designated area are your #1 priority while you are on duty.

Substitutions

All employees must follow the protocol set by their supervisor on how to handle substitutions. If you cannot work your scheduled shift it is your responsibility to follow their expectations.

Training & Staff Development

Your supervisor will arrange for your on-the-job training. In addition to your job training, you will be required to attend a training session at the beginning of the semester to learn about Union policies and performance standards for the Union in general. Throughout the semester, various in-service seminars will be offered on topics, which will help improve your job performance. Staff meetings will also offer an opportunity for training and development.
Human Resources & Student Employment Information

**UW's Human Resources**

UW's Human Resources webpage is [http://uwadmnweb.uwyo.edu/hr/](http://uwadmnweb.uwyo.edu/hr/). This webpage contains pertinent information to you as a student employee at UW. If you cannot find the information you need on this webpage, please contact your immediate supervisor or Human Resources (766-5601) for assistance.

**Clocking In**

The Kronos time card system is next to the Information Desk. If arranged with your supervisor you may be able to clock in using a computer in your work area. You are responsible for clocking in at the beginning and at the end of your shift. No one else may clock in for you. Doing so can result in termination. Your supervisor will monitor your time and can help if you miss a punch or if changes need to be made.

**Complaints & Grievances**

If you have a complaint or grievance regarding your employment in the Union, please speak directly with your immediate supervisor. If you are uncomfortable speaking with that person, please contact the next person in command, the Associate Director or the Director of the Union.

**Termination**

Your employment may be terminated in four ways: 1) you may resign; 2) you may be dismissed for infractions of the rules or insubordination; 3) you may be dismissed for unauthorized absences from work or repeated tardiness, or 4) you may be permanently laid off in the event that the position is eliminated.

Should you resign, please notify your supervisor in writing. Two weeks notice of your departure is expected and greatly appreciated. You will be required to turn in all uniforms and keys before your final paycheck is issued.

**Working Relationships**

University policy prohibits supervisory relationships between immediate relatives (i.e., nepotism). An employee cannot be selected for a new position if this relationship exists.

A professional but fun atmosphere is encouraged at the Wyoming Union. Get to know your co-workers and take time to enjoy your job. We are glad to have you with us.

**Payday**

UW student employees are paid on the 15th and the last day of the month.

**Personal Data**

It is important that you inform your supervisor and the Union Business Office of any changes in your address or phone number. To protect your privacy, the Union restricts information about your employment. The only information that will be released without your written authorization is date of employment and position held.
POLICIES AND PROCEDURES
As a Wyoming Union employee, one of your priorities is the safety and security of all guests in the Wyoming Union. Please review these day-to-day procedures to minimize safety hazards.

Blood borne Pathogens
Blood borne pathogens are disease organisms that can be found in human blood and other potentially infectious materials. Blood borne pathogens of particular concern are HIV (Human Immunodeficiency Virus), Hepatitis B Virus and Hepatitis C Virus. The Wyoming Union is committed to providing a safe, healthful work environment for employees. If you are exposed to blood borne pathogens, please contact your supervisor immediately. Do not clean up blood or other bodily fluids. The Union has designated staff who are trained in the proper procedures and methods to clean up these fluids.

Lights
Turn lights on and off as necessary. Know which lights are to be turned off and which are to be left on. In general, stairwell and hallway lights must remain "on" when the building is open. Meeting room lights may be turned off when they are not in use. Know the location of main switches and breaker boxes. If the electricity in the building should go out while you are working, contact your supervisor for guidance.

Locked out of Office or Work Space
Information Desk personnel have the authority to open an office or storeroom for employees who are locked out. An employee may need to seek approval for you to gain access to the desired space, so don’t be alarmed if they ask for your supervisor’s approval.

Lost and Found
If you find something that a customer left or have someone ask about an item they lost in the Union, direct them to the Union Information Desk. The Information Desk keeps all items either lost or found in the building. If a customer asks about an item they lost outside the Union, direct them to the University Police Department (766-5179).

Spills & Broken Glass
Every effort should be made to clean any spills or broken glass immediately (with the exception of blood borne pathogens, please refer to this section for more detail).

Wet Floor Signs
"Wet Floor" warning signs must be placed wherever floors are wet. Pay special attention to halls and the breezeway during snow and rainstorms. "Wet Floor" signs can be obtained from the Union custodians. If the custodians are not in the building, see the Information Desk staff or Building Managers for assistance.

Maintenance Issues
Any maintenance emergencies should be called to the attention of Kim Zafft (Associate Director), Dennis Teague (Supervisor, Facilities/ Maintenance) or the Building Manager in charge. Any security emergencies should be phoned in to Campus Police. Consult the University Safety Manual or the Environmental Health and Safety office for any other safety concerns or emergencies.
Emergency Plan
See Attached Wyoming Union Building Emergency Plan.

Emergencies or problems after hours
If you have a problem or a difficult situation that occurs after normal business hours or on weekends, you may want to seek assistance from the Union Building Managers. These students are trained to handle all emergencies or difficult situations and are in charge of the building when full time staff are gone for the day. Building managers work at the Information Desk, 766-3160. Be sure to review the emergency plan so you are familiar with what to do in case of emergencies.

University Regulations (UW Regs)
A complete listing of all UW Regs can be found at the following address on UW's webpage:
http://www.uwyo.edu/generalcounsel/info.asp?p=3051

Although many UW Regs directly or indirectly impact the operations of the Wyoming Union, UW Regs of particular importance include:

UW Reg 2-178 Use of University Buildings, Grounds, and Services
UW Reg 2-245 Regulations for the Administration and Use of the Wyoming Union Facility

IN CLOSING
We hope this handbook has adequately answered many of your questions about your employment with the Wyoming Union. We want our Union to provide a positive experience for every visitor, and we count on you to convey and carry out that attitude as our on-line customer service representative. While each of you has specific duties, everyone is expected to do whatever it takes to provide a safe and friendly environment for visitors to the Union.

Thank you for choosing the Wyoming Union as your on-campus employer. Work hard, study hard and have fun!