

### **General Guidelines for Success:**

- Learn the office culture, values and norms by watching how others behave.
- Be on time for work and do not leave early (unless prior approval is given).
- Always inform your supervisor of your whereabouts.
- Ask questions about what is considered appropriate attire, and dress accordingly.
- Set goals/priorities; be prepared; meet all deadlines.
- Ask questions when unsure; take notes.

### **Be a Team Player:**

- Don't compete with other student employees.
- Do routine jobs without complaining.
- Show initiative – if you run out of work, look for things to do and ask your supervisor how you can be most productive.

### **Behaviors to Avoid:**

- Making personal phone calls; keep cellular phones turned off.
- Keeping a sloppy desk/work space.
- Sitting idle at your desk.
- Using office supplies for non-office use; doing homework at work.
- Having visitors (friends or family) at work.
- Participating in office gossip – let others talk all they want, but you stay out of it.
- Using foul or poor language.

### **Speak with Supervisor to Understand Expectations Regarding:**

- Maintaining the confidentiality of materials.
- Coming in early or staying late, requesting time off.
- Observing lunch and break times.
- Conducting correct telephone etiquette – friendly yet professional voice, return phone messages within 24 hours, identify yourself when you answer the phone.

### **With Respect to Feedback and Reviews:**

- If you have not received feedback on your performance after the first month on the job, ask for it (How am I doing?, How can I improve?).
- Accept criticism without being defensive.
- Remember – people want you to succeed.