

## Colfax Field Office Policies & Procedures. 8.24.06

### Doors:

- Used side door when entering or exiting the office, whether it be for the restroom or for the day.
- First person leaving at 4:30 pm would lock all doors when leaving, not being selective on which doors; and then double check to see that the door latched.

### Phones: (revise when voice mail arrives)

- Get up and look at the white board (get larger white board for more information) to see where someone is / returning / etc. that's what it is for.
- After answering another's phone, ring the desk if you're not sure if they are around or at what extension the call
- Came in at, opposed to yelling within the office or telling the person on the phone that they are not there.
- Answer another's phone only after 3 rings unless you know for sure that they are not at their desk.
- Speaker phones are for enclosed areas not open offices.
- When talking on the phone, use a low, respectable level.
- Only provide people information that is provided on the board and do not expound even if you think you may know.
- Take complete messages on a designated message pad.

### Customers:

- Use basic customer service and human relations skills, ie. please and thank you.
- When we hear the front door open be willing to help the customer – when front office person is gone arrange for a customer service lead for the day – pass the “baton”

### Rigs:

- Close windows and lock each night.
- Clean out under carriage before leaving the field.
- Have interior presentable at all times, includes trash, dirt, smell, etc.
- Each driver is responsible for the rig they are assigned, ie. oil changes, etc.

### Break Room:

- Everyone is responsible for themselves, their actions and their things, ie. clean out refrigerator of your old food;
- Clean out microwave if your use made a mess; wash dishes same day as used; take containers home when done; wipe up spills, etc.
- Respect other people's food (if left on table - share)

### General:

- When you sign out, if its work related – write it out as to whom you are seeing or the general location, cell phone (if available) etc. – it's a safety consideration. (larger white board)
- Turn off each day the extras at your desk, ie. candles, radios, fans, heaters, etc.
- Don't leave a piece of equipment empty if you emptied it, ie. printer with ink or paper, you run it out, you replace/fill it; copier, you receive a notice that a tray needs to be filled while you're using it, fill it before leaving it; stapler out of staples, fill it.

### Personal Work Space:

- Each individual responsible for the organization of a professional workspace (cleanliness, file security, and available for a customer visit)