



SAMPLE Professionalism and Conduct Policy for DEPARTMENT Student Employees

All **DEPARTMENT** student employees are held to a certain level of professional conduct while on shift. Your actions, language, and overall behavior should at all times reflect your role as a representative of our office and of GW. Below are specific policies surrounding conduct, dress code, attendance, and possible repercussions that each student employee is expected to comply with as a term of their employment.

1. General Conduct

Professional Conduct: All interactions should take place in a professional manner, including being courteous, respectful, and alert. Students should remain professional about their work at all times, even in difficult situations. Students working in the same location at the same time should work as a team to welcome and assess the needs of guests entering the space.

Technology: Appropriate use of technology varies by position. In general, students should keep phone and non-work related computer usage to a minimum (there may be stricter limits for certain positions). Headphones or earbuds are not acceptable when providing customer service, nor is playing music or videos out loud.

Food: Snacks and drinks are fine during your shift. Please make every effort to eat full meals either before or after your shift, or during breaks. Exceptions will be made for students whose shifts may be longer and cover the entirety of normal mealtime hours.

2. Dress Code

In general, student employees are expected to wear business casual attire. This reflects the professional conduct and atmosphere expected within the office.

The following clothing items are NOT permitted to be worn by any employee on shift:

- Flip-flops
- Clothing with rips or holes (either purposeful or accidental)
- Hats, bandanas, or kerchiefs intended for outdoor wear (head coverings worn for religious/cultural reasons are permitted)
- Tube tops, halter tops, or spaghetti-strap tank tops (i.e. bare back, chest, or midriff; shirts must completely cover undergarments)
- Shorts or overly short-length skirts
- Low belt lines (ie. sagging pants)
- Clothing with suggestive, vulgar, or offensive language, imagery, or references



3. Attendance

Punctuality: Report to work in a timely manner on your scheduled day and time and be prepared to begin your shift on time. Remember to leave enough time between anything you have planned before or after your shift to go from one location to another without arriving late or leaving early from your shift on a regular basis. **Remember to clock in and out as well!**

Absences: If you will be absent, let your supervisor know as soon as you know. If you have a planned absence or need schedule modifications (i.e. final exams), let your supervisor know once you have confirmed your plans. If you need to miss work for medical reasons (i.e. unexpected illness) or personal emergencies, let your supervisor know as soon as possible. Students in positions that require someone to always be on shift should try to find a coworker to cover their shift for them, and notify their supervisor of any such arrangements.

4. Possible Repercussions

Failure to meet these expectations (either on a regular basis or a single time, depending on the action and severity) may result in repercussions or disciplinary actions that are deemed appropriate and will be discussed with you by your supervisor. These repercussions may include a written warning, a meeting to discuss how to resolve the issue, and/or termination of employment.