

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