Lobby Reminders

**Customer Service**

All staff in the lobby contribute to the agency’s overall customer service. In keeping with this, there may be special circumstances where a staff from one area may need to alert a staff from another area that a customer waiting to be assisted. We must remember to be courteous when communicating with our coworkers as part of a positive customer experience.

We aim to provide excellent customer service, this centers around 3 important qualities:

* Professionalism
	+ How you appear (perception) and act.
* Patience
	+ Be kind in your actions and words.
* “People-first” attitude

Remember to greet customers as they come to your counter. Be inviting, helpful, and remember to smile.

* When scheduled for lobby duty, it is important to have appropriate conversations with both, customers and other staff members. Confidential information must remain confidential, and personal information should not be shared.
* Staff use of personal cell phones for texting, phone calls or internet use/social media is unacceptable. If you need to return a text or call, please step away from the desk as time permits.
* There is no eating allowed at the front desk. No open containers as well, make sure your drink has a cover/lid.

# What to do with documents received at Front Desk:

There are 3 different slots to put items received:

**APPs slot**

Any paper applications received while at the front desk.

This could include any type of application, but the majority will be “Page One FoodShare Registration” apps and “Signature Page” apps.

**ScanFirst slot**

(Documents **not processed** yet)

* **Date stamp** each page
* Write **case number** on top right of the document
* **Code** each document with correct **scanning** code
* **Name of customer** (if applicable)
* **Paper clip** together all documents for one case

**ProcessFirst slot**

(Documents **already processed**)

* **Date stamp** each page
* Write **case number** on top right of the document
* **Code** each document with correct **scanning** code
* **Name of customer** (if applicable)
* **Paper clip** together all documents for one case

Any State Employee with a State ID here for a meeting is to be escorted to the scheduled meeting room. They often need time to set up equipment prior to the meeting start time.

**Safety**

Only Dane County staff is allowed in the locked area of the front desk, partner staff and customers should not be in this area.

**Emergency Personnel**

If there are emergency personnel (Ambulance/EMS, police or fire) on Job Center premises, make sure to contact the EAWS Administrative Manager Brenda Nickel, or Heidrun Kovach as back-up.