

Professionalism Standards
Graziadio School of Business and Management
February 2013 (Update of 2004 standards)

The purpose of the Graziadio School Professionalism Standards is to ensure that the atmosphere created at each of our campus locations is consistent with our mission, is worthy of the quality facilities in which we are housed, enhances the quality of the experience for our students and other stakeholders, and recognizes and nurtures the value of our people. The standards and guidelines below should be followed at all of our campus locations. These guidelines will be reviewed periodically to ensure that they create and foster an appropriately professional atmosphere while also meeting the needs of our staff.

Dress

The *University Policy Manual* states:

Inasmuch as contact with the public is a normal situation, all employees are expected to be appropriately attired; e.g., standard business attire in the business office ... Dress should be appropriate for the position, with emphasis upon neatness and cleanliness.

And, as noted in the *Employee Bulletin*:

Neatness and cleanliness are absolutely necessary at all times. Uniforms and other clothing always should be neat and clean. The employee should dress conservatively, in good taste, and according to the requirements of his or her position. If there are any questions as to what constitutes proper attire within a given department, the supervisor or department head should be consulted.

Food

To maintain a professional atmosphere, one in which the public is present, all catered food from faculty, staff, or outside meetings, at the completion of meetings, must be taken to a Faculty/Staff break room.

Telephone/Internet

Except in unusual circumstances, a person (rather than voicemail) should answer calls coming in to our main lines from outside during business hours. The main line for each campus should be answered between 8:00 a.m. and 5:00 p.m. Some departments may have extended hours.

During working hours, personal calls and the usage of University hosted internet for personal reasons should be limited.

Music

If music is played, be respectful of coworkers and ensure that the music and volume is conducive to a business environment. If there are any questions as to what constitutes appropriate music within a given department, consult your supervisor or department head.

Hours of Operation

For main reception staffing and coverage, the hours of operation are 8:00 a.m. to 5:00 p.m. Some departments may have extended hours.

We encourage everyone to work with their respective supervisor or director to support and implement these guidelines in a way that creates a professional and inviting atmosphere in your work area. These guidelines will be reviewed periodically to determine if modifications are needed to ensure we are creating an appropriately professional and productive atmosphere.