

Dear Supervisors:

As our teams transition to working remotely, it is important that Pepperdine continues to provide exceptional service and the personal touch to our constituents that is a key differentiator for our community.

Though our staff may not be physically on campus, we should be available and responsive to phone calls and emails. IT has provided Jabber for phones to be accessed through laptops. If staff members do not have access to laptops, phones may be forwarded to personal cell phones (which may be a reimbursable business expense during this time of remote work). Alternatively, if these options are not viable for a variety of reasons, team members should be tasked with answering phone calls or voicemails on behalf of a department throughout the business day if not everyone is able to access their phone. Out of office messages should not instruct callers to write down and dial another number or send an email to a particular address as the only mode of reaching someone in your office.

Thank you for ensuring your team remains available to serve the community during this time of transition. [Human Resources](#) is glad to assist you in any way.

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