



CHAPTER ONE

Greeting

When people walk into the office. A good greeting is a good first impression of you and SLA.

you can make friendly chit chat.

Show kindness.

**Try to make visitors feel
welcome.**

When a visitor walks in, it's important to be professional. You might have to change your tone, behavior, or language. This helps the visitors get comfortable first. Then you can go back into yourself, that's what we call **code switching**.



CHAPTER TWO

Copier

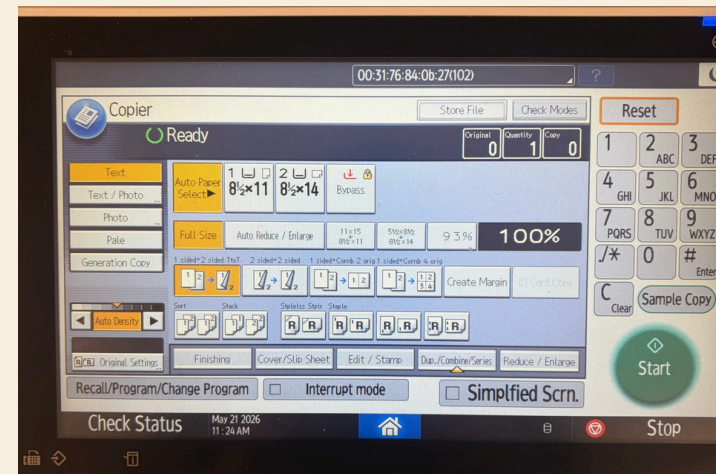


Sample copy

You click the number of how many copies you need.

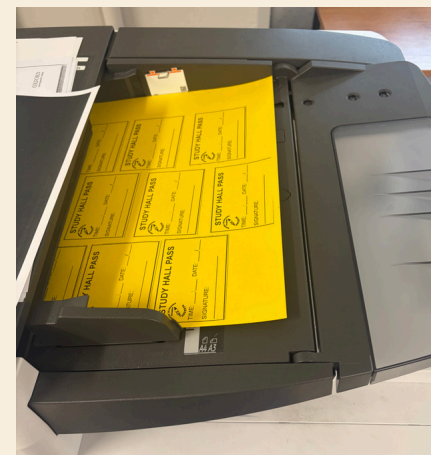
1 Sided

Copy only one side.



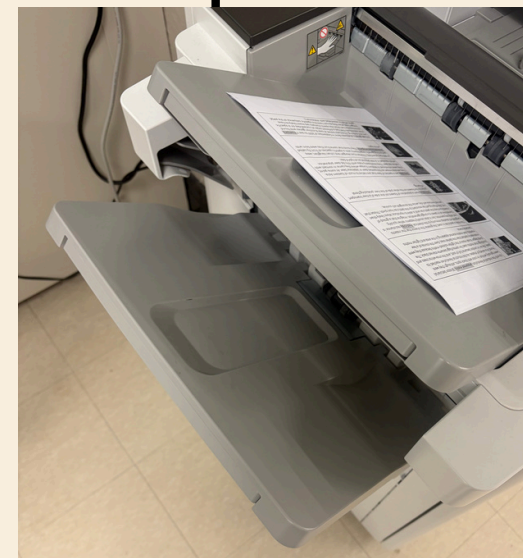
2 Sided

Copy both sides.



Put original copy here

where the copies come out



where to put the printer paper



If you want to call a classroom, you have to **dial 201**, then the classroom number, ending with zero (**2013050**). If you don't know the teacher's room number, Ms. Semaj has a spreadsheet up at her desk with staff/teachers' names and their room numbers.

CHAPTER THREE

Phone Etiquette

If you have to make outside calls, you will have to **dial 9** before the number (**92672385431**).

Notes

- Keep a pen and paper close by, for people who might leave messages
- If you couldn't understand what a person says, ask them to repeat it nicely
- If Unable to help people on the phone, ask if they would like to be put on hold so you can get the help they need



CHAPTER FOUR

Filling Student Records



How I file student records is by last name in ABC order. Each cabinet will have a specific label on it that will say the class of the graduate year.

Student Test Scores

When filling in test grades, you have to take your time because patience is key while doing this. You don't wanna put a student's scores in the wrong pocket by accident. You might be giving a stack of Keystone test scores that mix in with different grades, so you have to divide by year, then sort the students into the correct pockets.

Student Pockets

Before filling, you have to make sure a student has a pocket to store their test scores. On the pocket, it will have their full name, BOD, and I.D number, etc., that will be provided by Ms.Semaj if not already.

A photograph of a form titled 'POCKET FOR PUPIL'S RECORDS'. The form has several fields: 'LAST NAME (PLEASE PRINT)', 'FIRST NAME', 'MIDDLE NAME', 'MOB', 'DOB', 'YEAR', 'PUPIL'S I.D. NUMBER', and 'PA SECOND I.D. NUMBER'. Below these fields are two rows of tables for recording test scores. Each row has columns for 'GRADE' and 'ROOM NO.'. At the bottom of the form, it says 'FOR DIRECTIONS, SEE FORM EH-18' and 'EH-18 (Rev. 4/08) POCKET FOR PUPIL'S RECORDS - SCHOOL DISTRICT OF PHILADELPHIA - COMM. CODE 6180245042'.

CHAPTER FIVE

Mail Sorting

Most of the time, the mail would say "SLA" or "Ben Franklin". Another way you can tell the difference in mail is by the address or names. Sla is on Green Street, while Ben is on Board Street. If we do receive ben mail, it gets placed in a Post Office Mailer, Then bring that to their main office.



Due to our school being connected with Ben Franklin, we have to sort our mail and packages. This also helps organize staff/teachers who order things that come to the office.



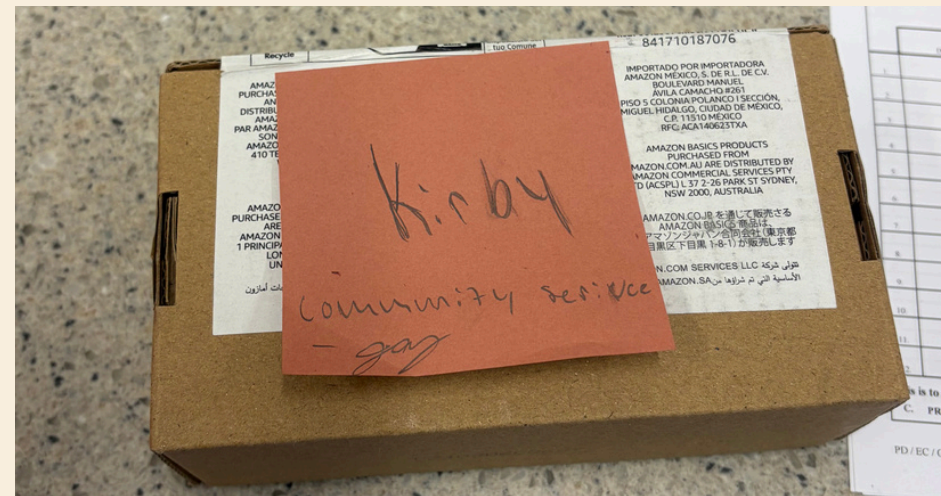
When the mail is finally divided, if needed. SLA teachers' mail usually gets put in their mailboxes that have their name on it. Mailboxes are by the computer loaners.



Once you've identified who or where the package goes, then you can deliver it.

Things You Need

- Office Cart
- Elevator Key
- Pen
- Sticky note



CHAPTER SIX

Package Deliveries

If a staff/teachers is not in their room, I like to leave a note indicating who dropped it off. If they know it was delivered by community service, then they know it comes from the office

Note

Elevators are a privilege, so don't abuse them. Don't let students from SLA/Ben use the elevators or use them for personal advantage.

Supplies

- Tampons
- Pads
- Wipes
- Tissues
- Panty Liners
- Deodorant



In the small compartment, we store the wipes, tissues, panty liners, and deodorant.

Extra supplies can be put on the first level on top of the cart.



The second level is for tampons.



The third level is for pads.

CHAPTER SEVEN

Menstrual Carts



CHAPTER EIGHT

Do's & Don'ts

Working in the office requires a lot of do's & dont. and here are the most important ones!

Do

- Be professional
- Have patience
- Communicate
- Multi-task
- Keep a level head
- Be adaptable



Don't

- Disrespect Visitors
- No cussing
- Playing at the front desk
- Be nosey
- wear inappropriate attire



CHAPTER NINE

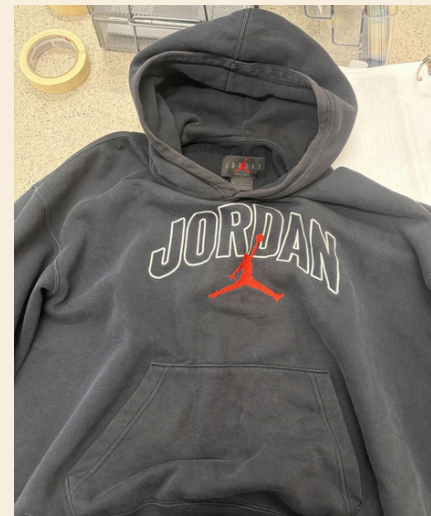
Lost & Found

If you ever lose things like clothing, water bottles, or pencil cases around the school, it most likely ends up in the Lost and Found bin. When you walk into the office, you can find the lost and found bin on your right in the corner, and anyone is welcome to look in it.

On Monday and Thursday, if you go to your Gmail, search for the advisory memo, then click on it, scroll all the way down, and there will be pictures with a description of the lost items.

How to know what's yours

- **Lost and Found Bin/rack**
- **Adivorsy Memo**



Black Jordan hoodie (size M)



Red Stanley with a bend straw





CHAPTER TEN

Running errands

Running errands is basically extra tasks that staff/teachers can't do at the moment. When running errands, you have to remember that you're representing whoever asks you to do the task. It is important to be on your best behavior anytime and anywhere.

When running errands, it not free time to be in the hallways or hang out with your friends.

Note

- If you cant be trusted you wont get to run errands.
- Your expected to do what you have to do, then come back to the office.