International and Development Expectations
Introduction to I & D office guidelines:

• Workstation Policy
• Office Etiquette
• Housekeeping Guidelines
• Dress Code
• Employee Responsibilities
• Meeting Etiquette
• Introductions
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• Email Etiquette
Workstation Policy

Workstations should be clean and free of clutter
A clean desk will provide a pleasant and productive work environment for all and will increase personal effectiveness.

Impressions count. Non work related materials or items should not be left at workstations. Staff should adhere to approved screen savers and desktop images as outlined in the University policy.

Tips for a clean desk and work area:
Use an inbox and an outbox
• Handle each incoming document only once
• Consider the environment - do not print emails to read them
• Be selective about what items you save
• Always clear your desk before you go home

Workstation Assessments
For information on assessment of work stations, please go the following site;
http://www.rmit.edu.au/pc/ohs/ergonomics

Do

Don’t
Office Etiquette

Respect others concentration

• Do not talk loudly across partitions
• Keep noise to a minimum
• Only use speakerphone for conference calls
• Keep personal mobile telephones switched off during business hours or on silent mode
• Set work mobile telephones on low volume and keep ring tones suitable for an office

Temperature

**Heating**
Personal heaters should not be used as it interferes with the buildings central thermostat

**Cooling**
Desk fans are only permitted when central air-conditioning is not operating.
Fans should be on a speed that does not cause nuisance to others

**Music**
Personal music, radio or ipods should be kept to minimum use and should not be a source of distraction to the staff member and others.
RMIT’s Guideline for Electrical Safety requires that any staff owned electrical equipment to be used at RMIT must be tested and tagged prior to use.

**Food**
No food or beverage is permitted in the front of house areas
Housekeeping Guidelines

Kitchen etiquette

- Be considerate of your colleagues in the office - Eat food away from work areas
- When heating meals use a properly covered microwave dish in order to minimise odours and mess
- Please don't leave dishes or coffee mugs in the sink (the cleaners do not wash dishes)
- Remember to discard items in the fridge before their use by date
- Clean up any spills and always clear away crumbs
- Observe kitchen rosters

Security

- Please ensure any personal items are locked away or kept in a drawer out of sight
- Personal items of value should not kept in the office overnight
- Where possible, a cable lock should be attached if using a laptop at your workstation regularly. Laptops should be kept in a lockable cupboard when not in use
- Audio visual equipment should not be left unattended in meeting rooms
- RMIT staff cards should be kept on person at all times

For information on safety and security, please go the following site;
http://www.rmit.edu.au/browse;ID=dyjpnl8fklet
Dress Code

Your appearance

I & D staff should dress professionally, reflecting RMIT’s professional and modern image. Appropriate office attire should be worn at all times. The dress code within International and Development ranges from formal business to business casual.

Below is an example of *inappropriate* business attire

**Clothing**

• Tracksuit pants/Exercise pants
• Shorts
• Shirts or T-shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans
• Hoodies

**Shoes**

• Athletic shoes
• Thongs/flip-flops
• Slippers
Employee Responsibilities

Punctuality
Being punctual not only refers to being on time for work or for meetings/appointments whilst at work, but also being ready and prepared on arrival. Late workers impact negatively on productivity and co-worker morale, particularly for other employees who depend on them or who have to provide cover.
Hours of work are 7.2 hours per day – 36 hour working week.


Organisation and work planning
The ability to organise, plan and manage time are all important skills for efficiency and effectiveness in the workplace. The ability to prepare and organise daily work requirements or tasks provides structure and order to each working day and can also reduce stress levels.

Co-worker Respect
Treat people with courtesy, politeness, and kindness

Absences
• An employee taking sick leave should (where practicable) notify their supervisor within 3 hours of commencing leave and give an estimate of the duration of the leave.
• An application for leave using Employee Self Service (ESS) must be submitted on the day of the employee’s return.

For more information on employee responsibilities please go to:
http://www.rmit.edu.au/staffinduction/generalresponsibilities
Meeting Etiquette

• Always send Groupwise appointments instead of emails
• Be on time – It is not fair on other attendees to wait for late arrivals
• Switch off mobile telephones
• Plan ahead – check the meeting space before the meeting starts to ensure equipment needed is there and working
• Start and end meetings as scheduled where possible
• If you rearrange a meeting space, put it back into order prior to leaving including cleaning dirty crockery/cutlery and wiping spills
• If the meeting space is in an open area keep the volume to conversational level otherwise move the meeting to a space that will not disrupt staff
• The meeting chair should always facilitate introductions where it is not expected that all attendees know each other
• Ensure each person attending the meeting is aware of the meeting objectives, agenda and required outcome
Introductions

Introductions are important regardless of the situation or level of authority.

- The name of the person being introduced is mentioned last and the person to whom the introduction is made is mentioned first
- Remember names
- Always stand for introductions and make eye contact
- Always introduce people by their preferred name
- Refer to Protocol Manual for information when receiving senior international delegations

http://www.rmit.edu.au/visitors
Telephone Etiquette

Answering Calls
Answer telephones promptly do not let it ring
• Answer with a friendly greeting and identify yourself
• Smile – it shows, even through the phone
• Don’t be curt or casual.
• When transferring a caller, tell them who you are transferring them to, and announce the caller to the person you are transferring to
• When putting a caller on hold, always let them know or ask permission.
• When taking a phone message for someone, always be sure to include the following information:
  • Caller’s name and company name if applicable
  • Time and date of call
  • What the call is regarding
  • If the caller wants a return phone call, and if so, obtain a phone number that is best to return the call to

Making calls
• If you dial the wrong number, explain yourself and verify the phone number so you don't repeat the call.
• The making of personal calls and call length should be kept to a minimum during working hours
• If you have to leave a message or voice mail for someone, make it short and to the point. Speak clearly and slowly and leave your name, phone number, and a brief message.

Voicemail
Personal voicemail message should be brief and contain the following:
• Greeting
• Your identity including your department
• Instructions for leaving a message
• If appropriate, a mobile telephone contact or alternate number if the call is urgent.

Email Etiquette

Sending
- Ensure the content is relevant to the recipient, nobody likes to be copied into emails they do not need
- Ensure you have a relevant “subject” line
- Avoid jargon and abbreviations the reader will not understand
- Don’t mark items as urgent if they aren’t. When you do have an urgent email, it may not be treated with urgency
- Be concise and professional
  – Don’t type in capitals as it is considered shouting
  – Try not to overuse punctuation such as more than one exclamation mark (!!) or more than one full-stop (…..)
  – Small pictures and the use of smiley faces 😊 are not appropriate for business email
  – Be polite, terseness can be misinterpreted.
- Always include in the email signature. Refer to RMIT Style Guide for format

Receiving
- Recognise speed and informality often hinder effective email communication
- Do delete anything that is not needed to reduce mailbox size

Out of Office Messages
A auto reply message should be activated if you are away from your desk for more than a day.
The message should include the following information:
- Greeting
- The duration you will be out of the office
- Alternate contacts during your absence

Remember, email is a written communication and can be kept as a record.

For more information use of Electronic Communications please go to the following link
http://www.rmit.edu.au/staffinduction/electroniccommunications