

Peer Counseling Student (Student Service Contract)

Sample

Welcome to the _____ Office. You have selected one of the busiest and most important offices in the school. In this office, we assist students and the school staff. We also assist the public and parents on the telephone and in person. You are a VIP, Very Important Person to this office. Be polite, courteous and respectful with all students, staff, parents and community members that come to our office. Every customer is important.

Working in this office will not only give you new skills and experiences, but it will give you the opportunity to work as a team with other students and the school personnel. When you choose to work in this office, you become part of a very special group of people who make the school run smoothly. Please learn the general office routine as quickly as possible.

Listed below are policies and procedures that will help you to work successfully in this office:

1. Be on time and sign in each day. Maintain an excellent attendance record and avoid tardiness.
2. If you need any help, walk over to the Senior Office Technician or the Office Technician and ask for help in a quiet and respectful manner. Do not yell across the office.
3. Dress appropriately. You represent the school, not just yourself.
4. If you need to leave the office for any reason, including using the restroom or to get a drink of water. Always ask permission. Do not leave without notifying someone. Your safety is very important for us.
5. If someone in another office needs your assistance; it is your responsibility to notify one of the adults in this office.
6. Complete any assignment that takes you outside the office in a speedy manner. It is not the time to wander around the school. Under no circumstances are you to disrupt a classroom by waving at or talking to your friends.
7. Follow the instructions carefully and concentrate on the work. If you do not understand instructions given to you, always ask the person to repeat them.
8. Make accuracy the rule in everything done. Doing tasks with accuracy is more important than speed. Devise the quickest and easiest way to do a job with maximum accuracy. Do not wait to be told to do something. Go ahead and complete tasks that are your responsibility. Try to help as much as possible. When you complete an assignment, notify the person who gave you the assignment. If you are not assigned another job or task, you may do some of your unfinished school work or read a library book.
9. If the bell is about to ring, do not walk away from an unfinished assignment. Let the Senior Office Technician or the Office Technician know, so that it can be given to someone else to complete.
10. Avoid gathering in groups. Keep your voice low.
11. All personal and family matters that you see or hear are confidential and are not to be repeated. Do not concern yourself with the conversation of others.
12. Be respectful of others in the office and do not interrupt others when they are talking.
13. Learn the appropriate procedures and phrases for answering the telephone. Answer the telephone on the 2nd ring.
14. Forms and other materials in any school office are not to be removed without explicit permission. Do not look over reports, letters or other material that may be visible on office desks, such material is often confidential. Violation of this rule may result in disciplinary action.

I agree to all the above and to perform the tasks assigned by the office staff.

Student's Signature

Date

Period

Grade

Senior/Office Technician's Signature

