


Name of Policy: <u>Eating and Drinking in Agent's Work Area</u> Policy Number: 3364-103-CCC-01 Department: Patient & Family Relations Customer Call Center Approving Officer: Manager, Customer Service Responsible Agent: Manager, Customer Service Scope: UTMC Customer Call Center	 Effective Date: 8/1/2008 Initial Effective Date: 1/24/2008
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	
<input checked="" type="checkbox"/> Minor/technical revision of existing policy <input type="checkbox"/> Reaffirmation of existing policy	

(A) Policy Statement

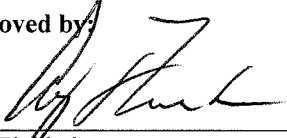
The consumption of food is strictly prohibited inside room 6A of Mulford Library (telephone area). The consumption of beverages is permissible if the beverage is in a closed container.

(B) Purpose of Policy

To insure unencumbered speech when answering calls or when transacting pager duties and to maintain a high level of an expected professionalism. To avoid the accidental spill or crumbs onto a console causing damage or complete destruction of sensitive electronic equipment.

(C) Procedure

1. During break periods, Customer Care Agents have the opportunity to eat and will not do so while on duty.
2. No food or uncovered beverages shall be brought into the telephone area.
3. Customer Care Agents will eat at a location other than room 6A of Mulford Library (telephone area).

Approved by:  _____ Amy Finkbeiner Manager, Customer Service Review/Revision Completed By: Amy Finkbeiner	Date 8.1.08	Review/Revision Date: 1/24/2008 8/1/2008
Policies Superseded by This Policy: None		Next Review Date: 8/1/2011

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.