


<b>Name of Policy:</b>	<u><a href="#">Eating &amp; Drinking in Operator Work Area</a></u>	 <b>Effective Date:</b> 10-4-2019 Initial Effective Date: 1/24/2008
<b>Policy Number:</b>	3364-103-CCC-01	
<b>Department:</b>	Service Excellence - Customer Call Center	
<b>Approving Officer:</b>	Chief Experience Officer	
<b>Responsible Agent:</b>	Service Excellence, Operations Manager	
<b>Scope:</b>	UTMC Customer Call Center	
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy		<input type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy

**(A) Policy Statement**

The consumption of food or beverage is strictly prohibited on or near an operator keyboard inside room 6A of Mulford Library (telephone hub area).

The consumption of beverages and food is permissible if the beverage is in a closed container and food is covered.

**(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, Hospital Operators have the opportunity to eat and will not do so while on duty.
2. No uncovered beverages or food shall be brought into the telephone work space.
3. Hospital Operators will eat in the break room location inside 6A of Mulford Library (telephone area).

<b>Approved by:</b>  /s/ _____ Mario Toussaint Chief Experience Officer  <i>Review/Revision Completed By:</i> <i>Service Excellence Department</i>	<b>Review/Revision Date:</b> 1/24/2008 8/1/2008 2/1/2013 2/1/2016 10-4-2019
	<b>Next Review Date:</b> 10/4/2022
<b>Policies Superseded by This Policy:</b> None	

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