



Office Procedures

Opening/closing: Check list is framed and hangs by the door.

Phone: Use line 2 to dial out (line 2 is also the fax line, but is rarely used). Line 1 is for incoming calls.

Retrieve messages from the answering machine on Student/Tutor Coordinator's desk when you open office: if light blinks, there's at least one message. Push blinking button. Record information on a tablet. There's a beep between messages and five beeps after the last message. After the five beeps, push Push/rewind button on left to reset for new messages. If there's a message in Spanish that you cannot understand, do not push rewind button after the five beeps. Carmen or Dora will take care of it.

During office hours, please take messages (names and phone numbers) and the Director will return calls as soon as possible.

Cash box procedures: When accepting cash, typically for books, give a receipt to tutor if he/she wants one. Fill out Petty Cash form and include it with the cash in the cash box. If payment is made with a check, stamp it "For Deposit Only" (stamp is in top drawer), put the check in the box and the Director will complete processing later.

Books for sale: prices are marked on first page of book.

Entertainment 2003: Books are in the lateral file to right of the first student computer. \$30. Checks can be made out to the Literacy Council. The lock for this cabinet is a boxy brass key with an "R" written on it and a note that says "E2002 (in the second drawer of my desk).

Data files: All student apps, tutor apps, and volunteer hours sheets are in binders beside Student/Tutor Coordinator's desk. Before these papers are filed in the binders, all info or changes in info must be recorded in electronic database—LitPro26.

New students--Have them fill out the green form (or yellow one if student is not a Spanish speaker).

New tutors: Take the caller's name and number and the Director will return their calls and explaining the program.

Library: Tutors and students are welcome to check out library books. Library card box is in lower left drawer of Student/Tutor Coordinator's desk. Tutors and student can also check out tapes of Crossroads Café. The tapes are also available from the Lee and Collier Co. libraries.

News for You is a little newspaper for tutors to use in their classes—good for students at level 3 and 4. Find them on next-to-bottom self of library.

Student computer lab—Students are welcome and encouraged to use the lab whenever the office is open.

Checkup packets—are in the lateral file to right of the first student computer. These packets are used at completion of levels 1, 2, 3, and 4 of Laubach. For key, see note above about E2002 books.

Application forms—If more forms are needed (see files on top right of Student/Tutor Coordinator's desk), the masters are in the front of the file drawer in Student/Tutor Coordinator's desk also on the right. Reproduce using the correct color of paper. Colored paper is in the cabinet under the Director's CPU. Hole punch is on top of bookshelf next to whiteboard.

Before closing at the end of the day, be sure cash box drawer is locked and all machines are turned off (student machines first).

Reset A/C temperature in both classrooms to 90 deg. Remove "open, come in" sign. Set security system.