
WALK-IN PROCEDURE (HR-P003)
SAINT LOUIS PUBLIC SCHOOLS

1.0 SCOPE:

- 1.1 This procedure discusses the process that is used to service walk-in customers in the Human Resources Department for Saint Louis Public Schools.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Human Resource Technician

3.0 APPROVAL AUTHORITY: _____

- 3.1 Human Resource Chief Officer

4.0 DEFINITIONS:

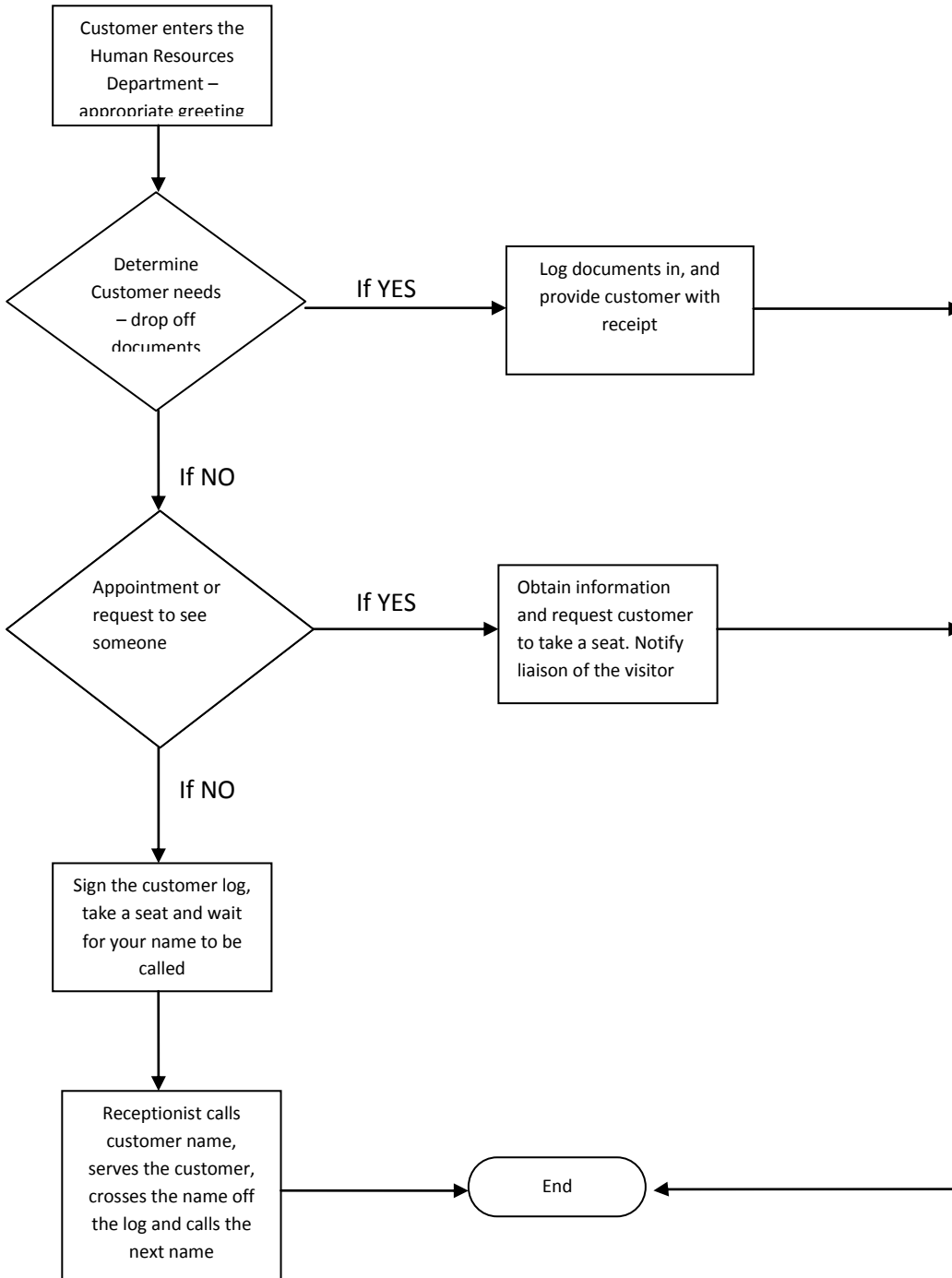
- 4.1 HR – Human Resources Office

5.0 PROCEDURE:

- 5.1 Appropriate Saint Louis Public School greeting
- 5.2 Determine customers need
- 5.3 If the customers visit is to turn in paperwork. Paperwork should be collected, recorded and a receipt should be provided for the paperwork.
- 5.4 If the customer is here for an appointment or requesting to see someone, a name should be obtained, placed on the HR log in sheet and request the customer to have a seat while their contact is located.
- 5.5 Upon location of the contact, the Receptionist will call the customer's name, cross their name off of the log, and proceed to serve them or engage them with their contact.
- 5.6 A flowchart detailing the steps of this process can be found in Exhibit A.

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EXHIBIT A



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6.0 ASSOCIATED DOCUMENTS:

6.1 HR Customer Log

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
HR Customer Log	Desk Drawer	1 yr	Discard as desired	Secured Building

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
04/02/08		Initial Release

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