

CYBERBREAK

February 29, 2008

Greeting Visitors:

When a visitor arrives, immediately acknowledge the visitor by making eye contact and saying:

"Good Morning. I'm Suzie. How may I help you?"

It is important to say the visitor's name, so try repeating it throughout the conversation. This acknowledgement personalizes the visit and makes a difference to the visitor.

Some important names for next week:

- Dean David A. Logan**, Roger Williams University School of Law
- Professor David Cowan**, South Texas College of Law/The Fred Parks Law Library
- Ms. Kellie Early**, Missouri Board of Law Examiners
- Professor Placido Gomez**, Stetson University College of Law
- Dean Brad Saxton**, Quinnipiac College School of Law
- Dean Stephanie Willbanks**, Vermont Law School

Personal appearance is a reflection on the staff member as well as Southwestern. It is important to dress in a manner that creates an image of professionalism for the staff member, department and Southwestern. Southwestern does not have a "causal Friday" policy, informal clothing, such as T-shirts, jeans, and sweat outfits, are not appropriate except under occasional circumstances such as when cleaning office or storage areas.

The appearance of your work area represents you and the law school. The manner in which you maintain your office conveys how effectively you handle your daily responsibilities. People visiting your office will assess your professionalism, organizational abilities, and project attentiveness by the appearance of your office. Whenever possible, view your office through the eyes of a visiting student, faculty member or colleague. If you are not happy with what you see, make adjustments and then try to maintain your office appearance on a daily basis.

Eating or snacking at a desk in an open area or work area is not permitted. Food consumption should be out of sight from the public and restricted to dining or lounge areas during authorized lunch and rest breaks.

Telephone Etiquette:

When it comes to answering phones, first impressions do count. Please keep these tips in mind when answering the telephones:

- Answer calls promptly by the 3rd ring, using a greeting such as: "Southwestern Law School, how may I help you?"
- Speak clearly, slowly, and courteously. Do not speak with food, a pencil, or chewing gum in your mouth.
- Smile when you speak. Although the caller can't see you, they can hear it in your voice!
- Do not leave the caller on hold for longer than one minute. Offer to take a message and return the call.
- Return missed calls within one day.
- Use the RLS (Release) button when ending phone calls.
- When you leave your desk, arrange for someone to answer phones. Never leave a telephone unattended.
- Use the intercom when announcing calls to staff members.
- All telephone messages are to be recorded on a Telephone Message Log. Never notify a staff member verbally of a call in lieu of writing down the message.



L.A. Marathon

Attention Staff:

The Los Angeles Marathon is scheduled for:

Sunday, March 2nd

Check this website for street closures, detours, and marathon routes:

<http://trafficinfo.lacity.org/LAMarathon.html>



WHO SAID IT?
GUESS
WHO SAID IT?

"One supreme fact which I have discovered is that it is not willpower, but fantasy-**imagination** that creates. **Imagination** is the creative force. **Imagination** creates reality."

- a) Erich Fromm
- b) John Lennon
- c) Richard Wagner
- d) Goya

Last Week's Answer:
Bell Hooks

Gloria Jean Watkins
(Bell Hooks)
(born 1952)



Born in Kentucky, Bell Hooks is an African-American author whose writings focus on gender, race, and class and its relation to systems of dominance and oppression. She received her B.A. from Stanford University, M.A. from University of Wisconsin- Madison, and a Ph.D. from UC-Santa Cruz. Her dissertation focused on Toni Morrison. [Source](#)

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Enjoying CyberBreak? Suggest a person or theme for next week's quote! Send ideas or your thoughts to Johanna at rgan@swlaw.edu.

