



# **Reception Services: Service Level Standards**

**Campus Services**

**Directorate of Estates & Campus Services:**

### Overview:

This Service Level Standards document outlines the standards within each of the various services delivered by Reception Services. These standards apply to the following Reception Points:

- **Vanbrugh – Campus West**
- **The Hub – Campus East**
- **Langwith – Campus East**
- **James – Campus West**
- **Wentworth – Campus West**
- **Halifax – Campus West**
- **Derwent – Campus West**
- **Alcuin – Campus West**

Reception Services welcomes feedback and comments on the Service Level Standards as part of continuous service improvement.

Where customers feel that the service level is not compatible with their needs, or that support given is below level stated in the Service Level Standards, they should contact:

**John Wood**  
**Head of Reception Services**  
07552 258829  
Home Farm  
University of York  
Heslington  
York  
YO10 5DD  
[john.wood@york.ac.uk](mailto:john.wood@york.ac.uk)  
01904 32 4155

**Dave Thompson**  
**Assistant Head of Reception Services**  
04466 421585  
Home Farm  
University of York  
Heslington  
York  
YO10 5DD  
[David.thompson@york.ac.uk](mailto:David.thompson@york.ac.uk)  
01904 32 2466

All complaints will be dealt with in accordance with the University's complaints procedures. If your complaint has not been dealt with to your satisfaction, then please email or write to:

**Jill Taylor**  
**Head of Facilities Service Delivery**  
Providence House  
University of York  
Heslington York  
YO10 5DD

You will receive a response to your concern or complaint within five working days.

**Directorate of Estates & Campus Services:**  
**Campus Services**

**Reception Services:**

**Overall Aim:**

- Providing a first class, professional and friendly reception service to students, staff, visitors and guests.

No	SERVICE	SERVICE LEVEL PROVISION BY RECEPTION SERVICES	Responsibility of the Customer
1	<b>Opening Hours</b> <p><b>We are open Monday to Friday at the following Reception points and the following times: *</b></p> <ul style="list-style-type: none"> <li>• Vanbrugh – 24 hours</li> <li>• The Hub – 24 hours</li> <li>• Langwith – 24 hours</li> <li>• James – 24 hours</li> <li>• Wentworth – 7:00am to 11:00pm</li> <li>• Halifax – 24 hours</li> <li>• Derwent – 24 hours</li> <li>• Alcuin – 24 hours</li> </ul> <p><i>* Christmas &amp; New Year opening times are adjusted according to the level of demand for reception services and changes to times are communicated at the beginning of December each year</i></p> <p><b>If we are temporarily away from the Reception desk (dealing with an enquiry) we will display a prominent notice, informing you of how the Receptionist can be contacted on their mobile phone and the approximate time that the Receptionist will return.</b></p> <p><b>If we have to close a Reception point due to unforeseen circumstances we will display a prominent notice which directs you the nearest Reception point which can help you</b></p>	Follow the instructions on the notice and on the telephone on how to contact the Receptionist if you cannot wait the few minutes before the Receptionist is due to return.	Follow the instructions on the notice on how to contact another Reception point or Security Control in the case of an emergency.

No	SERVICE	SERVICE LEVEL PROVISION BY RECEPTION SERVICES	Responsibility of the Customer
2	<b>Service Standards</b>	<p><b>We aim to deliver the following standards as part of our service:</b></p> <ul style="list-style-type: none"> <li>• We maintain all areas that are visible to our customers, clean and tidy and we present a smart and professional image to our customers, with our corporate uniform and our desk name plate.</li> <li>• We always greet our customers with a smile and by asking how we can help them. And we use our customer's name when we can, at least once during their enquiry.</li> <li>• We establish exactly what the customer needs by asking the right questions and actively listening to their answers, before identifying and carrying out the best solution to satisfy those needs. If we don't know what the solution is, we explain what we will do find out the solution.</li> <li>• We complete our customers' requests accurately, getting it right first time and we check if there is anything else we can help our customers with at the end of their enquiry.</li> <li>• When we establish that something has gone wrong or not been carried out as it should have been, we apologise (regardless of who has caused the problem) and take action to resolve the outstanding issue.</li> </ul>	
3	<b>Keys</b>	<p><b>We hold local and residential keys securely at Receptions and these are issued on production of satisfactory identification and, or insurance/authorisation</b></p> <p><b>We support students who are locked out of their accommodation or who have misplaced their key by providing a temporary replacement key or key card which must be returned within 24 hours.</b></p>	<p>Students will incur a £10 charge if they do not return any issued replacement key or key card within 24hrs of issue.</p>
4	<b>Mail</b>	<p><b>We register received parcels through either Royal Mail or a Courier which will inform the student within 2 hours by email that a parcel is ready to collect.</b></p> <p><b>We store the parcel securely and only release parcels on proof of identification with a signature that confirms receipt.</b></p>	<p>Produce ID (such as Student ID card) when collecting parcels from Reception.</p>

# RECEPTION SERVICES:

## Service Level Standards



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5	First Aid	<b>We provide first response first aid at all Reception points, with all our Receptionist First Aid qualified (with the exception of recent new recruits of six months service or less)</b>	
6	Maintenance	<p><b>We report maintenance problems and faults as soon as we are made aware of them using PLANON.</b></p> <p><b>We will follow up any fault that is reported to us as being outstanding.</b></p>	Students can also report maintenance problems at <a href="http://www.york.ac.uk/fix-my-room">www.york.ac.uk/fix-my-room</a>
7	Lost Property	<b>We log any lost or found items using IRISTI and keep any found items securely for a period of one month, before they are collected by Security Control to be stored for 3 months after which the item will be disposed of.</b>	
8	Events	<p><b>We provide the service of a Receptionist for organised events which includes:</b></p> <ul style="list-style-type: none"> <li>• Locking and unlocking meeting rooms.</li> <li>• Switching on lights/turning off alarms.</li> <li>• Moving furniture, once the organiser has arrived, <i>if</i> their needs for the layout have changed.</li> <li>• Providing additional chairs/tables etc.</li> <li>• Opening high windows (i.e. V/045)</li> <li>• Putting in flipcharts into meeting rooms.</li> <li>• Setting up/moving Nimlok boards.</li> <li>• Supporting parcel distribution when a courier has delivered material for an Event; directing couriers for delivery and also for collection of material after an Event.</li> <li>• Putting water bottles onto dispensers.</li> <li>• Directing delegates/VIPs around Campus.</li> <li>• Providing delegates with information e.g. retail outlets and opening times, bus information, booking/providing taxi numbers.</li> <li>• Be conversant with the WiFi options - City Connect/Eduroam</li> <li>• Resetting rooms for layout required for the following day(s) (i.e. straightening tables and chairs in the existing layout).</li> <li>• Gathering up boxes for recycling and arranging for them to be taken to the nearest recycling point on Campus by the Rapid Response Team.</li> <li>• Opening/closing partitions in the Exhibition Centre (<i>if relevant to the Event</i>)</li> <li>• Assisting with/providing the code for the Central Hall lift (<i>if relevant to the Event</i>)</li> </ul>	<p>Please provide 2 weeks' notice for requests for a Receptionist by contracting Reception Services</p> <p>The hourly rate for the service is currently <b>£23.50</b> and chargeable times include 30 minutes before and 30 minutes after the event with a minimum of 3 hours including that 30 minutes before and after.</p>

# RECEPTION SERVICES:

## Service Level Standards



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9	Information & Directions	<b>We provide information and directions and if we can't answer the enquiry we will find out the answer and get back to you within 24hrs</b>	
10	Accidents	<p><b>We will attempt to make safe any situation which may have caused an accident and we report the details of any accident using SOLAR</b></p> <p><b>We fully investigate reports accidents involving or caused by Reception Services and/or any Receptionist and all reports are copied to the immediate line manager of the person experienced the accident.</b></p>	Please report accidents to your line manager in the first instance. However, if your line manager is unavailable please use the service of your Receptionist.
11	Special Events	<p><b>We provide the service of a Receptionist to support major University events such as:</b></p> <ul style="list-style-type: none"> <li>• Exams</li> <li>• Graduation Days</li> <li>• Open Days</li> </ul>	There is no charge for this provision
12	Fire Alarms	<b>We act as Fire Marshalls by supporting the evacuation of a building on the sounding of a fire alarm and we liaise with Security Control at the Fire Assembly point, keeping all evacuees informed of when it is safe to return to the evacuated building.</b>	
13	Room Setting	<p><b>We check that centrally timetabled teaching rooms are arranged according to the published standard layout and have the required levels of consumables including:</b></p> <ul style="list-style-type: none"> <li>• Chalk (white and coloured)</li> <li>• Whiteboard pens (4 colours)</li> <li>• Erasers</li> <li>• Flipchart pads and pens (4 colours)</li> </ul> <p><b>We will wipe clean chalkboards and whiteboards, as part of that check</b></p>	
14	Access Control	<p><b>We support the control of access through electronic key card system of Onity/Kaba by:</b></p> <ul style="list-style-type: none"> <li>• Creating access profiles on request; for staff, students, departments and visitors, providing access cards for each profile.</li> <li>• Providing replacement access cards. This includes residential, academic and staff cards.</li> <li>• Completing administrative and technical tasks in support of the Security Technical Team.</li> </ul>	