

Customer Service Policy

1. All guests must sign-in (sign in sheet includes acknowledgement of the Customer Service Policy)
2. There is a 30 minute lunch closure from 12:00-12:30. All clients must leave the premises during this time and may return at 12:30. Please ensure to take your belongings with you.
3. Guests must be informed by NEW staff member as to where they can find the Harassment and Safety Policies in the Resource Information centre (RI centre)
4. All activity within the RI centre must be **job search-related** and staff reserve the right to prevent, redirect or stop any activity that is deemed non- job search related
5. Access and use of fax, photocopier, shredder, computers and phone requires staff permission and supervision
6. Mobile phones and other electronic personal devices must be on vibrate or silent; all guests must not use offensive language or terms in conversation and keep speaking volume at a minimal level to avoid disrupting other guests and staff members
7. Maximum amount of pages to print for job search -related documents is 10 per day per guest
8. Maximum time allowed on the computer during busy periods is 1 hour at a time per guest
9. No food or drink is allowed in the RI centre; you may finish a beverage or food you have brought in with you in the reception area
10. Once guests log out of the computer, any saved documents on the computer are deleted to protect privacy; please ensure you save any documents on USB or in your online email account
11. Guests must shred any private documents rather than place them in the garbage/recycling
12. Guests must not leave personal belongings unattended; NEW is not responsible for any damaged, lost or stolen property on our premises
13. Guests who bring a child or children in are responsible for supervising them at all times; NEW is not responsible for children you leave unsupervised on our premises
14. If guest is registered client at NEW, guest must meet with NEW staff member by appointment only

PLEASE NOTE:

If a guest does not comply with any of the above, NEW reserves the right to intervene and take action including asking the guest to leave our premises.

Thank you! We greatly appreciate your cooperation!