



"Creating an excellent
college experience"

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Section: Operations	
Subject: Radio Policy	

Radio Policy:

Two-way radios are used in several operations to increase efficiency. When using the radios employees must adhere to the following Policy in order to maintain Dining Services standard of professionalism and productivity.

Policy:

1. Radios are only to be used for **immediate** business needs.
2. Language used on the radios should be professional at all times. Joking and cursing are never appropriate or acceptable over the radio.
3. Radios must never be used to chastise another person or to complain about a customer.
4. Conversations should be kept short and to the point.
5. If the use of Radios is required while driving a University vehicle, a blue tooth device must be used.
6. In operations where Radios are used as the primary means of contact, the Supervisor or designated employee must have the radio turned on and with him/her at all times.
7. If the radio is damaged or lost notify the Operations Manager immediately. If you suspect the radio was stolen notify the Police as well.
8. Only use the designated frequency for your operation. Catering should primarily use "Catering1" and the cafes/warehouse should ONLY use "Catering 2."

Procedure:

1. Turn on the radio by twisting the left knob on the top clockwise. This knob also controls the volume of the radio. To turn off the radio twist the knob counter-clockwise until it "clicks."
2. To call someone on the radio press the button on the left side. Wait for the chime then the format for contacting someone is: "YOU this is ME" (utilizing their name and your name). Let go of the button when you are done speaking and wait for the other person to respond. If the other person does not respond immediately wait a few minutes before calling again. If the other person does not respond after three attempts to contact them try an alternate method of contact.

3. When responding to a call on the radio wait for them to finish speaking then press the button, wait for the chime, and say "This is ME...Go ahead." (utilizing your name)
4. After the person has given you the "go ahead," press the button again, wait for the chime, and then clearly state what is needed. Make sure you let them know who you are and what Operation or event you are working in.
5. At the end of the conversation, let the other person know that you have heard them and clearly understand what is needed by saying "ROGER!" or "Thank you."
6. Charge Radio fully each night by first turning off the radio and then placing it in the charging cradle. Leaving the radio on while in the cradle will cause damage to the battery.