As a monitor, you are expected to:

- Observe your work schedule at all times. Be Punctual.

- Never leave the reception desk unattended. Arrange for coverage at least 24 hours in advance in cases where you cannot cover your hours. Only an RA or fellow monitor may cover your absence.

- Answer the phone politely and in a calm manner (State the name of the dorm and your name)

- Offer to leave a message if the resident is unavailable to take the call or receive the guest. Leave accurate messages including the date, time, your name and the message text.

- Pay attention to the messages left by the resident concerning her/his whereabouts. Make sure that the residents’ guests are not violating the dorm regulations or behaving in a manner considered inappropriate.

- Pay attention to the guests coming in and out of the building.

- Keep the reception desk neat.

- Prevent gatherings around the reception area. Invite the guests to wait for their host/s in the lounge area.

- Make sure that no disturbance is coming from the lounge or the balconies.

- Report irregularities to the Head Resident or Coordinator of Student Housing (CSH).

- Make sure that no residents or guests are smoking in the lounge or public areas under your supervision. Report violators to the Head Resident immediately.
As a monitor you must **refrain from:**

- Eating at the reception desk.
- Using the phone for personal calls. Ask your caller to call you back once your duty is over.
- Disclosing information considered private to the residents.
- Make calls to the other dorms or other for the purpose of chatting and the like. This is considered as harassment.

- Students found to be violating the above code will be subject to measures which may include termination of contract along with further disciplinary measures. Always consult your Head Resident or CSH in cases where you are at loss regarding what to do.

We count on your cooperation and sense of responsibility.

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**Message to the monitors and RAs**

- No more than 3 shift re-arrangements per month to make sure that you stick to the schedule.
- No more than 3 missed shifts without prior notice throughout the semester.
- Repeated delays and uncooperative attitude with other monitors will systematically get you a warning.
- **2 warnings will lead to the termination of your contract.**
- Please report any irregularity in the lounge or dorm premises during your shift to your Head Resident copying the RA on duty.
- The RA on duty has to make sure that the monitors report to their shift in a timely manner and respect the Monitors’ Code of Conduct. Absences and delays have to be reported.