

Rose-Hulman Institute of Technology FACILITIES OPERATIONS	Facilities Operations Administrative Standard Operating Procedures Manual SOP: Work Requests/Student Employees
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1.0 Purpose

- 1.1 Rose-Hulman Institute of Technology's Facilities Operations Administrative Unit has established a procedure for incoming work requests received by student employees to ensure timely and accurate compliance with Institute practices.

2.0 Associated Documents

- 2.1 Work Request Form

3.0 Procedure

- 3.1 Student employees will screen incoming calls for work requests and determine if the request is an emergency, urgent or a routine request.
- 3.2 **Emergency/Urgent Work Requests:** Record all details on this form and contact the appropriate Supervisor as soon as possible.
- 3.3 If the appropriate Supervisor is not in the office, attempt contact via two-way radio and/or cell phone.
- 3.4 Place completed Work Request Forms in the appropriate mail slot in the hallway on a daily basis at the end of your shift.
- 3.5 **Routine Work Requests:** Record all details on this form.
- 3.6 Place completed Work Request Forms in the appropriate mail slot in the hallway on a daily basis at the end of your shift.
- 3.7 In the event that the appropriate Supervisor is not available student employees will forward information to the Supervisor's point of contact.