

Desk Aide Quiz
Longwood University, Residential and Commuter Life, Desk Operations

The following quiz is designed to measure your knowledge of policies, procedures, and information related to the operations of a Service Desk at Longwood University. Each desk aide is required to answer at least 45 of the following 50 questions correctly. Please answer each question completely; half points will not be awarded for half an answer. You may use your service desk manual to help you answer questions, but may not use fellow desk aides or desk supervisors as references. Longwood Honor code applies to this document.

Name: _____
Staff: _____

Please list the names of three of your fellow desk aides.

What is the name of your Desk Supervisor?

Please list the names of three RAs that work in your building (s).

After your Desk Supervisor, who is your next direct Supervisor?

How should you answer the Service Desk phone?

What should you do if someone walks past the desk with alcohol in his or her hand?

Are you allowed to have visitors behind the desk with you? If so, what times and how many?

True or false, a desk aide is permitted to give out a resident's room number to anyone.

What type of information about a resident can a Desk Aide give out to anyone?

A Desk Aide will automatically be dismissed from their positions for several reasons. Name five.

A Desk Aide can receive written warnings for violating policies, procedures, or expectations. Please list six violations that a Desk Aide can be written up for.

What should you do if someone is knocking on the entrance door to the building while you are on duty?

Please list step by step, what you should do if the fire alarm goes off while you are at the desk?

What type of clothing is inappropriate to wear while on duty?

The official name of all the desks on campus is...

During bad weather, are you still expected to show up for work even if classes have been cancelled? If yes, what are some expectations to this?

What should each desk aide do at the beginning of each shift?

What should a desk aide do at the end of each shift?

Explain what a Desk Aide should do if a resident comes to them about a work order?

What should you do if you arrive to the desk for your shift and realize that someone has broken into the desk?

What should you do if you see a suspicious looking person walking into the front door of the residence hall?

If a student has lost his ID or it is broken/not working, what should a Desk Aide tell the resident?

In what types of situations would a Desk Aide be permitted to “buzz” a resident in?

What is the fee to rent out a movie?

What is the fee to rent out a loaner key?

What should a Desk Aide do if a loaner key is out for longer than the 15 minutes allowed?

Please explain the procedure for renting out equipment from the time the resident comes to the desk to request rental of the item to the time that they return it.

What should a Desk Aide do if a resident does not have their ID and needs to check out a loaner key?

If you are going to be late for your shift, what should you do?

What can happen to you if you miss a scheduled meeting without a previous discussion with your Desk Supervisor?

What types of guests do we register at the desk? What is the procedure for registering them?

What are the things that I am required to check and confirm in the communication log at the end of each shift?

What are the visitation hours in the residence hall that you work in?

What should you do if a resident calls at 10pm on a Saturday night to complain about noise?

What should you do if a delivery person leaves flowers at the desk for a resident?

What is your leadership assignment? When should it be completed?

What is Longwood's University smoking policy?

What should you do if a resident is becoming rude and/or belligerent towards you while you are on duty?

What should you do if a fight breaks out in the lobby?

What is the one thing that you should NEVER do when there is a fight in the lobby or someone in the lobby that is being hostile?

If you decide to ever leave your position as a Desk Aide, what is the proper procedure to resign?

Can you ever leave the service desk while you are on duty? If yes, for what reasons and what should you do if you leave?

What should you do if you the person who is on duty after you does not show up for their shift?

A Desk Aide is expected to place all other commitments (outside of classes) after their duties as a Desk Aide, true or false.

What is the number to campus police?

What is the number to Longwood information?

What is the most important expectation of a Desk Aide while they are on duty?

What will happen to a Desk Aide if they use their card access or access to keys of the residence halls for purposes that are not related to their job?

What should do if I am unable to a work a shift that I have been assigned?

Please use the rest of this space to write any comments, questions, or suggestions that you have regarding this quiz or desk operations in general.