

104 - Ten Commandments of Public Service

1. Thou shalt speedily and cheerfully acknowledge all patrons who come to the desk, even if they must wait for many people to be served before their respective turns. Remember never to become so lost in the task before you that you lose sight of the people before you.
2. Thou shalt be courteous at all times. Courtesy is not familiarity.
3. Thou shalt not carry on loud or prolonged conversations with any person, be he or she patron or staff.
4. Thou shalt remember that your job consists of many tasks; that when one task is finished there are surely others to which you can direct your attention.
5. Thou shalt neither take nor make private phone calls in the public service area.
6. Thou shalt consume nothing in the public service area: any food, beverage, gum or tobacco.
7. Thou shalt honor thy workspace and make efforts to keep it neat.
8. Thou shalt honor thy fellow staff members by working together in the spirit of cooperation and by following the Golden Rule.
9. Thou shalt never read in sight of the patrons, for verily they already think that is all you do.
10. Thou shalt always dress in a professional, businesslike and yet comfortable manner.