

Front Desk – Contacting Employees

Contacting Employees if Late or Missed Shift

If a tutor, SPI, or front desk worker is late for their shift and they have not communicated with the HFSSC@stetson.edu email, phone, or their supervisor, it is the responsibility of the front desk to reach out to that individual. Below you will find a standard guide for making a call and sending an email to an employee who is late.

Phone Call – Student Answers

Hi is this [Insert Student Name]?

Hi my name is [Insert Your Name], and I'm calling from the front desk at the Hollis Family Student Success Center. The reason I'm calling is because you were scheduled to work from [Insert Time] on [Insert Day of Week] and wanted to make sure you're still coming in to work.

Wait for student response, if they are coming in late relay to students waiting and you're good to go. If the tutor/SPI isn't coming in and needed to cancel again relay message to students waiting and then send a follow up email to your Supervisor about the missed shift.

Phone Call – Voicemail

Hi my name is [Insert Your Name], and I'm calling from the front desk at the Hollis Family Student Success Center. The reason I'm calling is because you were scheduled to work from [Insert Time] on [Insert Day of Week] and wanted to make sure you're still coming in to work. If you could give me a call back at 386.822.7345 that would be greatly appreciated.

Email Template

If the student doesn't have a phone number listed in the directory please send the below email template.

Greetings,

This is the Hollis Family Student Success Center and we are reaching out to you because you were scheduled to work from [Insert Time] on [Insert Day of Week] and wanted to make sure you're still coming in to work. If you could give me a call back at 386.822.7345 that would be greatly appreciated.

Best wishes,

The Hollis Family Student Success Center