

# KNOWLEDGE MARKET GUIDELINES

## Respect & Care



### HOMework

- don't make camp
- make it easy to close (One-step to end)
- no headphones while working & only view videos if necessary to a consultation

### BACKPACKS & PERSONAL ITEMS

- keep in break room until shift ends
- phones, backpacks, coats, and boots belong in the break room
- keep clutter down



### MEALS VS. SNACKS

- eat your meals before your shift or wait until it ends
- if you need to eat, keep it light (respectful snacks are OK if your coworkers agree)
- make it easy to close (One-step to end)

### BREAKROOM ETIQUETTE

- clean up after yourself
- do your own dishes
- keep clutter down



### PROFESSIONALISM

- work as a team & respect each other
- remember you are here to work not play (keep friends at home, stay focused on work, & think of yourself as a host not a guest at the KM)
- make a good impression for the sake of the space and your service

### BODY LANGUAGE

- remember everyone has ownership of their body and personal space
- keep your hands to yourself & be mindful of your environment
- come across as inviting and approachable (make sure a stranger would feel welcomed)