CLINIC TRAINING AND ORIENTATION

Show the trainees how to:

Pick up keys. Check for samples left from clients and the mail.

Unlock Bug Room and show them the insect collection.

Open Office. Turn on lights. Follow opening Procedures posted on the desk top.

Give a tour of the office.

Explain how to use the Microscope.

Explain how to receive an insect sample. Show the containers for collecting samples and labels for samples (in the top left hand desk drawer). Label should have clients name, phone number and the date when received. Fill out the insect work sheet for the Insect Committee.

Explain how to receive a soil sample. Show the soil sample box and receipt book. Explain how to take in a sample, fill out a soil sample worksheet and receipt and show them what to do with the money.

Show Reference Material Files. Explain filing system and use of place markers.

Introduce the Library and reference notebooks.

Explain the In Boxes.

Explain Time sheets and the Time sheet box. Time sheets-show them the master copy and explain about printing new ones if we are getting low.

Show Lost & found.

Give an introduction to our computer-how to turn on, access email and point out most used icons.

Explain the notebooks on the desk top bookcase-Volunteer hours, Plant Clinic Masters, (it is our responsibility to make more copies as needed), Diagnosing Plant Problems, Class handouts, etc.

Show location of PNW's and Sustainable Gardening Handbook-explain use.

Point out items on all Bulletin Boards.

Explain the Money drawer & envelopes.

Show the contents of desk drawers. Explain use of forms in bottom left hand drawer

Explain the rules for our Clinic Calendar and Reservation Calendar for the Discovery Garden Pavilion.

Answering the Phone. Explain telephone operations. i.e., how to access messages, how and when to delete messages, and how to answer the phone.

1. Answer the phone with the following greeting. “Hello, this is the OSU Extension, Master Gardener Plant Clinic, this is ________ speaking, how can I help you?”

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Log Book. Go over how to make a Log Book entry. The information should first be taken down on scrap paper and then transferred to the log book. Explain the Codes used for our log book (taped on desk).

1. Make sure you record the name of each person working in the clinic on the first entry. Thereafter you may just enter “SAME” for that day.
2. Write legibly or print. Include the Client’s name and phone #; a concise and complete explanation of the question or problem; the answer you gave; enter the problem code (list is taped to the desk near the phone); record which references you used to answer question. If you are unable to answer the question indicate whether the call was referred to an agent or referred for follow-up.

When to refer calls to an Agent:

1. A commercial client.
2. You have exhausted all resources and can’t find the answer.
3. You found the answer but are unsure and want confirmation from an agent.
4. You find yourself completely at a loss.
5. If any of the above is true, fill out a yellow AGENT FOLLOW-UP form found in the desk file drawer.

When and Why to leave a Follow-up Log:

1. If you have successfully found the answer but the client is not home.
2. If the question or problem is going to require further research. Be sure to leave complete information on what research you have already done.
3. The Follow up Log should be filed in the Log Book with that days pages.

REMINDERS:

We cannot answer questions regarding marijuana.

Do not use your cell phone in the Plant Clinic office or Extension hallway.

Remember you are in an office where agents are working, so please refrain from loud conversations.

Smokers must go outside and away from open windows and at least 10 feet from the building.

At days end, follow the closing procedures posted on our desk top.