



CREATING A POSITIVE IMAGE THROUGH OFFICE MANAGEMENT

Following are recommendations on how to present a positive image of the Cooperative Extension Service through office procedure and professional image.

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1. Is the office location in an area easily accessible to the public and handicapped?
2. Does the office building portray a positive image to the public?
3. Are you using the Cooperative Extension Service, University of Kentucky, College of Agriculture Office sign?
4. Is the office sign large enough and in the correct location to be seen from the street?
5. Is the sign in good repair?
6. If your office is located within an office building, do you have directional signs to the office within the building?
7. For offices with store front windows and glass doors, does the view looking in from the outside give a professional image?
8. Is there a sign on the office door indicating the office, names of the Extension Agents and Secretary, and office hours?
9. Do signs fulfill ADA Requirements such as large letters, strong colors, and wheelchair accessibility?
10. Is your reception area neat, orderly, and clean?
11. Does the reception area arrangement allow the secretary/receptionist to be facing the door when clientele come into the office?
12. Is there a place to hang coats for clientele who come into the office?
13. Does the secretary portray a positive image by being friendly and helpful?
14. Is there a waiting area with comfortable chairs?
15. Is there reading material in the reception area?
16. Do the work space, counters, and tables create an image of a professionally operated office?
17. Do the secretary/receptionist and county Extension agents have a name plate on their desks?
18. Are the publication racks and displays kept neat? Do they include timely information?
19. Are publications stamped with the office name, location, and/or telephone number?
20. Is the "And Justice For All" sign displayed in a prominent location?
21. Are there name plates on the doors of the agents' offices and on other rooms within the office?
22. Are the agents' offices neat, clean, and orderly?
23. Have all posters and signs with commercial advertisements been removed from the walls of the offices?
24. Is there proper storage of bulletins, supplies, and equipment?
25. Are storage areas kept neat and orderly?

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26. Is unused, antiquated equipment removed from the office when necessary?
27. Are your files kept up to date with the most recent publications and information?
28. Is there an office procedure for handling office visits, office calls, and telephone calls when the agent is not in the office?
29. Do agents answer clientele requests promptly after the request is made?
30. Do your routine work habits portray a positive professional image for the Cooperative Extension Service?