



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, Food and Environment/Kentucky State University Cooperative Extension Program 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 county office name and hours of operation?
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 staff assistant 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 Extension staff assistant portray a positive image by being friendly and helpful?
14. ☐ Is there a waiting area with comfortable chairs?
15. ☐ Are there timely Cooperative Extension researched based reading materials in the reception area?
16. ☐ Do the workspace, counters, and tables create an image of a professionally operated office?
17. ☐ Do the Extension agents and biweekly employees 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. ☐ Are the USDA "And Justice For All" and "Labor Law" posters displayed in appropriate locations?
21. ☐ Are there name plates on the doors of the agents' offices and desks, along with other doors in 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 University of Kentucky and the Cooperative Extension Service?

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