

# Member Services

# PHONE ETIQUETTE

**While Member Services Attendants are permitted to use their phones during appropriate times, it is essential to exercise discretion and avoid distractions when providing customer service. Please avoid the use of cell phones...**

- **During interactions with patrons or Professional Staff.**
- **When a patron is present at the Service/ Admin Counter or gates.**
- **When Professional Staff or Building Services is present in the Lobby.**
- **During transactions.**
- **During meetings or trainings.**
- **In emergency situations.**

