

OFFICE COURTESY	Document Number	GO 705
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1. PURPOSE

The purpose of this policy is to ensure that members maintain a professional presence and are courteous to the public.

2. PERSONS AFFECTED

All department personnel.

3. POLICY

It shall be the policy of the Hawai'i Police Department that members shall conduct themselves in a business-like and professional manner while dealing with the public.

4. RESPONSIBILITIES

4.1. Members – Members shall conduct themselves in a business-like and professional manner in their dealings with the public. Members are reminded that they are representatives of the Department and their conduct shall reflect positively on the Department at all times.

4.2. Supervisors – Supervisors shall ensure that members conduct themselves in a professional manner at all times in dealing with the public.

5. PROCEDURES

5.1. Desk Courtesy

5.1.1. Give immediate attention to persons appearing at the desk and excuse yourself from other conversations to greet new visitors and invite them to be seated until you have finished your business with the other party.

5.1.2. Do not allow the caller to wait indefinitely without acknowledging their presence.

5.1.3. Ascertain the name of the caller and call that person by name.

5.1.4. Be courteous, patient, and understanding regardless of any display of anger or indignant behavior by the caller. If the caller has a

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question or problem that is more properly within the knowledge of another, invite the caller to wait until you have either asked the question of such other person, introduced them to the caller, or located their telephone number for the person to call.

5.2. Appearances

- 5.2.1. Keep your desk neat, clean, and business-like in appearance.
- 5.2.2. Maintain a neat and clean appearance and a business-like manner in dealing with others.
- 5.2.3. Do not smoke, chew gum, wear dark glasses, or slouch while handling office visitors.