COSI University
New Team Onboarding
Self-Guided Module
Getting Started

• This **self-guided** section of your training will address all the aspects of COSI that you need to begin your new position.

• If you have questions, **please write them down**. There will be opportunities to address them in later parts of your training or with your supervisor at any time.
You are accountable for the contents of this presentation.

This information is necessary for you to be effective in your role serving COSI’s mission – the reason we are all here!
COSI’s Vision Statement

“To engage, inspire, and transform lives and communities.”
COSI’s Mission Statement

“To be the best partner in science, technology, and industry learning.”
COSI’s Five Organizational Goals

1. Deliver a fun, educational, and transformational COSI experience, internally and externally.
2. Establish COSI as a leader in STEM learning with a local, state, and national impact.
3. Ensure long-term economic sustainability for COSI and grow its organizational capacity.
4. Strengthen COSI’s engagement and defined partnerships in the community.
5. Expand the COSI brand to include diverse audiences of all ages and backgrounds.
The Guest Services Strategy

Every COSI Team Member is responsible for every Guest experience by keeping the Guest safe, using courtesy to drive each interaction, by delivering the COSI show, and by keeping operations efficient. This ensures every Guest leaves with a sense of wonder and excitement, along with a desire to return and bring friends and family.
The Guest Services Strategy

• Safety
• Courtesy
• Show
• Efficiency

These tools guide our interactions with each Guest, each day.
The Concept of Safety

• Safety is our #1 priority.

• Be aware of your surroundings. You are part of our “Neighborhood Watch.”

• Continuously scan your environment for safety issues.
The Elements of Safety

- Overall building safety
- Fire/Weather emergencies and evacuations
- Medical emergencies
- Unacceptable Guest behavior
- Parking lot safety/panhandlers
- Personal/Work property
Parking Lot Safety

• Use a buddy system – walk in groups when possible.

• Safety Services is available if you would like an escort.

• Be aware of your surroundings as you leave your car and the building.

• Do not leave anything in your car.

• Notify Safety Services immediately if approached by panhandlers.
• No one is permitted in the building before 7:00am or after 9:00pm.

• After 7:00pm, if there is not a special event happening in the building and an individual is working late, they should notify Safety of their presence in the building by calling ext. 2616. Safety should be notified again as they are exiting the building.
ALWAYS wear your nametag and access card as a security measure. These help identify you as a COSI Team Member to our Guests and fellow Team Members.

- Visitors/meeting participants/contractors must be escorted at all times.
- Guests (without admission tags) must be escorted to the Box Office to purchase admission.
Fire Safety & Evacuations

- Never block a fire exit or path, prop open a fire door or block a fire sprinkler.
- Always know 2 evacuation routes from your location.
- Remain calm, courteous and professional.
- Assure Guests the situation is under control and direct them to the nearest exit.
- Leave quickly, but walk. Do not run.
- Use stairs, not elevators.
- Never walk into smoke.
Evacuations

- Touch closed doors, if hot, do not open them. Shut all doors behind you as you go.

- Evacuate to the closest command post. Stay off streets so emergency vehicles can pass through.

- Each area will have specific instructions and practices. Your supervisor will provide this area-specific training and the locations of the command posts.
Tornado Warning Procedures

When a Tornado Warning is issued for Franklin County – seek shelter in safe areas:

• Level 1, Mezzanine and Level 2:
  • Move to 1st Floor Exhibition Areas or National Geographic Giant Screen Theater

• Level 3, little kidspace®, Atomic Café:
  • Move to the South Team corridor

DO NOT evacuate to the exterior of the building.

*note sirens test Wednesdays at noon
When the following snow emergencies exist in Franklin County COSI will be:

- Level 1 – Open
- Level 2 – Could go either way depending on if conditions are getting better or worse
- Level 3 – Closed

If you live somewhere other than Franklin County, and are issued a level 3 snow emergency, you are not required to show up for work. Call your supervisor to let them know.
Medical Emergencies & Injuries

In case of a medical emergency:
• Assume assistance is necessary if non-responsive.
• Call ext. 2345 (614-225-2345) or radio “Safety Services”.
• Use the phrase “Activate first aid team to (location)”.
• If the situation obviously requires an emergency squad, call 8-911. Then call ext. 2345 to inform Safety Services.
• Remain with the injured person. If person is responsive, let them know that help is on the way.

If a minor injury (cut, bump, etc.):
• Ask the person if they need assistance.
• Escort the Guest to the Guest Services Desk. (Alternate sites include Gadgets Café Desk and LKS Desk)
• If the situation requires extra assistance, call ext. 2160 or radio “Guest Services”.

Challenges with Guests

- Call Guest Services at ext. 2160 or radio “Guest Services” for assistance with:
  - Unacceptable Guest Behavior
  - Upset Guests
- If you notice a criminal activity, threatening person, public disturbance, or suspicious activities, call Safety Services at ext. 2345 or radio “Safety Services”.
Safety Contacts

Safety Emergencies:
ext. 2345 or
614-225-2345

Non-Emergencies:
ext. 2616
614-225-2616

Radio: Safety Services

We recommend adding these to your cell phone contact list right now.
Practice safety of your personal property:

Handbags
Laptops
Phones
Other valuables

Lock/properly store valuables at all times. See your supervisor for locations in/near your area.
The Guest Services Strategy

- Safety
- Courtesy
- Show
- Efficiency

These tools guide our interactions with each Guest, each day.
We Want Guests to:

• Feel Understood
• Feel Welcome
• Feel Important
• Feel Comfortable
We are all part of Guest Services. Every Team Member incorporates Guest Services into their everyday actions.
Available at Guest Services

These are some of the amenities available at the Guest Services Desk:

• Strollers
• Wheelchairs
• Electric Scooters
• Change
• Vending/locker refunds
• COSI Show Sheet

• Various Brochures
• Directions
• COSI maps and guides
• Map of the City
• Team Directory
These are some of the services available at the Guest Services Desk:

- Non-commercial pick-ups
- Visitor/Vendor check-in
- Foreign Language Ambassador
- Lost and Found
- Basic first aid
Misplaced Child Procedure

- **DO:** Get down on child's level
- **DO:** Introduce yourself & ask their name
- **DO:** Offer a hand/two fingers
- **DO:** Check surrounding areas first
- **DO:** Escort to LKS or Guest Services

- **DON’T:** Use the word “lost”
- **DON’T:** Pick them up **first**

Procedures vary a bit in little kidspace®
Misplaced Adult Procedure

• Call or radio the Guest Services Desk in case the child is there waiting (ext. 2160 or radio “Guest Services”).

• Escort the adult to the Atrium Guest Services Desk.

• Reassure the adult COSI is safe and we have a practiced Lost Child Policy.
Diversity at COSI

• The COSI Team respects the worth of each individual.

• We treat Team Members and Guests with a high degree of respect and are sensitive to diversity.
Communicating with Persons with Disabilities

- When speaking to a person with a disability, speak to the person, not to the companion or interpreter.
- When offering assistance to a person with a disability, wait for acceptance of your offer.
- Treat all persons with respect.
- Always ask to have questions or statements repeated if needed.
The Guest Services Strategy

- Safety
- Courtesy
- Show
- Efficiency

These tools guide our interactions with each Guest, each day.
What is Show?

Show is about making an impression.

No matter what your position, it is your job to leave everyone with a positive impression of COSI.

We are all “on stage” performing for our Guests.
Where is the Stage?

- in person
- behind the scenes
- on the phone/email/web
- “on the floor” – front line
- anywhere on COSI grounds
- anywhere with public interaction
4 Elements of Show:

- Attitude
- Behavior
- Appearance
- Knowledge
Attitude

A manner of acting, thinking, feeling or showing one’s disposition or opinions.

Examples:

• Greeting Guests and each other with a smile and friendly tone
• Being upbeat and positive
Behavior

The way a person acts; their manner or conduct.

Examples:
• Being proactive with offering assistance
• Remaining courteous at all times
• Keeping COSI clean and neat
Appearance

The state, condition or style in which a person is seen

Examples:

• Approachable/available body language
• Uniform/dress/physical appearance
An obvious part of “appearance” is what we wear. COSI has several sets of guidelines to help us know what is appropriate.

Although each is different, they all represent COSI in a different and professional manner.
Guideline Variations

• Front-of-house Team wears The COSI Look.

• Behind-the-scenes Team may follow business or business casual attire guidelines.

• On days COSI is closed to the public, all Team may follow casual attire guidelines.
The COSI Appearance Strategy

COSI takes the appearance of its Team Members very seriously. Appearance is the number one way Guests recognize us!
The COSI Look

• COSI Nametag and Access Card
• Pressed khaki, black or navy bottoms
• Shoes appropriate for your position
• Coordinating colors (black, white, navy, bright green, bright orange)
• Anytime we wear The Look, we represent COSI, even outside COSI at stores, restaurants, etc.
• You are either “in” The Look or not. The Look is an expression of the COSI Brand.
Business Attire

Business Casual

- COSI Nametag and Access Card
- COSI button-up shirt, pressed collared or dress shirts, sweaters, jackets
- Non-denim pressed slacks or skirts
- Work-appropriate shoes

May be worn by any Team Member without “front of house” duties that day.

Business

- COSI Nametag and Access Card
- Pressed dress shirts/ blouses and slacks/skirts/dresses
- Ties, jackets, suits
- Dress shoes
- No visible tattoos or facial piercings
COSI respects the diversity of each individual. Our Team Members are selected, in many cases, for their personality.

While tattoos, piercings, and cultural or religious expressions are allowed, be sure that their visibility does not distract from The COSI Look.

Anything that distracts from The COSI Look distracts from The COSI brand – friendly, approachable, clean and professional.

Express yourself so that your personality comes through – not your ornamentations.
Knowledge

Understanding the COSI products and being able to communicate about them to Guests.

Examples:
• Permanent and featured exhibitions, shows, films and programs
• Pricing, membership levels, benefits
The Guest Services Strategy

- Safety
- Courtesy
- Show
- Efficiency

These tools guide our interactions with each Guest, each day.
Policies and procedures are designed to protect and support Team Members.

Employment and volunteer placement are at-will, meaning either COSI or the Team Member may terminate the employment relationship at any time.

All policies are available electronically.
COSI is a Violence-Free Workplace

Please report suspicious behavior to Safety Services at ext. 2345 immediately!
COSI is a Drug-Free Workplace

- Maintaining a safe COSI for Guests and Team Members.
- COSI has the right to send a Team Member for testing if their behavior appears to be the result of the influence of illegal drugs or alcohol.
COSI is a Smoke-free Workplace

• Team, Guests, Vendors, and anyone inside the building must adhere to this policy.

• Smoking and Vaping is prohibited throughout the building.

• Smoking and Vaping is permitted by adult Team Members at the Loading Dock only.

• Violations of this policy by Team may result in disciplinary action up to and including termination.
Non-Discrimination and Anti-Harassment Policy

COSI provides Equal Opportunity Employment for all of the protected classes.

COSI prohibits all types of harassment against protected classes.
Protected Classes

- race
- color
- religion
- gender
- sexual orientation
- gender identity or expression
- national origin
- age
- genetic information
- disability
- veteran status
- any other characteristic protected by law
Non-Discrimination and Anti-Harassment Policy

COSI encourages reporting of all perceived incidents of discrimination or harassment. COSI prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.
The following Team Members are the appropriate individuals to report an incident to:

- Your Supervisor/Manager
- Any Director or Senior Director
- Senior Director, Human Resources
- Manager, Human Resources
- Director, Volunteer Services
- Director, Security and Safety
- Any Vice President or Senior Vice President
Hostile Environment Harassment Could Include:

- Slurs or negative stereotyping
- Threatening, intimidating or hostile acts
- Internet pornography
- Denigrating jokes
- Denigrating written or graphic material
Fraternization with Minors

As an employer of minors, both Volunteer and paid, COSI is very protective of its reputation as a safe educational environment for youth.

The relationship between minors (i.e. under age 18) who are Guests, Volunteers, or employed; and anyone over 18 years old who is employed or Volunteering must be kept as a professional, working relationship.
Electronic Communications

Internet, E-mail, Telephone, Social Networks

Main Purpose = COSI business needs

Personal Use = okay within limits

- No pornography, hate groups, MP3 or file sharing
- No privacy expectations or copyright law violations
Team Members receive the benefit of regular reviews of their performance, goal setting, evaluations and feedback sessions with their supervisors.

Paid Team Members will have a 90 Day Review at the end of their Probationary Period.

You may request a feedback session with your supervisor at any time.
Congratulations!

You’ve just completed the self-guided portion of your onboarding training.

Welcome to the COSI Team!