



Western  
Technical  
College

SOP #: 240018

Revision #: 1

Implementation Date: 02/18/2014

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Last Reviewed/  
Update Date: 02/05/2015

SOP Owner: Human Resources

Approval:

## Visitors

### **1. Purpose**

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The purpose of this standard of operating procedure is for a clear understanding of the procedure to follow when having visitors at our campuses.

### **2. Scope**

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- Visitors
- Employees

### **3. Prerequisites**

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- Visitors and Admissions Sign-In sheets
- Visitor and VIP Pass badges

### **4. Responsibilities**

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- Front desk staff
- Employees
- HR department

### **5. Procedure**

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1. Visitors should not access any part of the building without stopping at the front desk.
2. Visitors must be welcomed, and asked whom they are visiting with.
3. The front desk staff member should then call the employee with whom the visitor is meeting with to verify that there is an appointment, and to advise the employee that the visitor has arrived. If the visitor did not have an appointment, the front desk staff member will ask employee if they are available to attend the unexpected visitor.
4. The front desk staff member will request the visitor to sign a visitor log book, or the Admissions sign in log book.



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5. After the above has been completed, the front desk staff member then provides a “Visitor” or “VIP Pass” badge. All visitors must wear their “Visitor”/”VIP Pass” badge at all times.
6. The visitor will be asked to wait at the lobby area.
7. The visitor must then be either escorted by the employee he/she is visiting, or by the front desk staff member.
8. **All visitors must be escorted by an employee at all times.**
9. When groups are visiting WTC, such as for PAC meetings, Customized Training or any other event, visitors will be directed to the conference room where they will sign in.

#### **Upon Exiting**

1. When the visitor is leaving, the visitor should be escorted by the employee to the front desk.
2. The front desk staff member must obtain the “Visitor”/”VIP Pass” badge from the visitor.
3. The visitor must sign the log book indicating the time at when they are exiting the building.

#### **Safety/Security**

1. In case of an emergency, such as an evacuation or lock-down, employees are responsible for their visitor/s, and must have the visitor/s with them at all times, and follow same established procedures.
2. In case of an evacuation, front desk staff employees should take sign in log books to the assembly area to account for all visitors.

#### **6. References**

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Employee handbook for evacuation and/or lockdown procedures.

#### **7. Definitions**

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VIP: Very Important Person

#### **8. Attachments**

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