



Guidelines for Workplace Success

As an International Work/Study Student Staff member, you bring valuable perspectives to the workplace. These guidelines and suggested questions will help you clarify expectations confidently to build a strong professional reputation and workplace foundation:

Within the first two weeks

Key Actions:

- Review your job description carefully and note any unclear responsibilities.
- Confirm your work schedule, dress code (if applicable), and required tools (e.g., laptop, software access).
- Save important contacts (supervisor, HR, IT support) in your phone/email.

Suggested Questions:

- **Communication:** "What is your preferred method (email/Teams/in-person) and frequency for checking in about my work?"
- **Break Times:** "Could you clarify the break policy for my shifts? Are there specific times I should take them?"
- **Task Management:** "How will assignments be given to me, and how often should I expect feedback on my work?"

Throughout the work term

Key Actions:

- Keep a personal record of your hours (even if the workplace tracks them) to avoid exceeding limits.
- Notify your supervisor as early as possible for time-off requests (ideally 3-4 weeks for planned absences).
- If sick, follow workplace protocol for requesting sick leave (e.g., email vs. phone).

Suggested Questions:

- **Schedule Changes:** "I need to adjust my hours on [date] because [reason]. How much advance notice do I need to provide? I would also like to share the steps I'd like to take to ensure my work is completed or delegated in my absence."
- **Time Tracking:** "Could you confirm the weekly hour limit and how you'd like me to track my hours?"

Throughout the work term

Key Actions:

- **Document your work:** Keep notes on tasks completed, challenges, and feedback received.
- **Ask for clarification immediately** if a task is unclear, don't wait until mistakes happen.

Suggested Questions:

- **Feedback:** "Can we schedule a meeting to discuss my performance and areas for improvement?"
- **Performance Awareness:** "If I'm unsure about a task's expectations, what's the best way to ask for help?"

Your supervisor is there to support you! Regular communication and professionalism will help you succeed.