

Doorman Duties and Behavior Guidelines

860 Grand Concourse

The Doorman Duties and Behavior Guidelines below are based on standard expectations of a doorman in NYC and The Bronx, plus clarifications for situations per our particular building. Duties and behaviors are not limited by this list. Superior door work often goes above and beyond mere description. It is hoped you will aspire to perform above and beyond these descriptions and not simply settle for the minimum that is required.

The main focus is on the front and side doors at all times. The doorman position is a standing position. Sitting is allowed, but must be done for periodic relief only. Aim for standing more than 90% of the time. If this is not possible for medical or personal reasons, then you do not meet the requirements for the position. Please note that your union rules stated that sitting was NEVER allowed in any lobby area. Consider that next time you choose to sit.

Proper attire is required. That includes clean, ironed and properly fitted clothes. A professional appearance is important at all times and must be maintained. Rolled up sleeves, loosened ties, dirty shoes, sweat-stained or soiled shirts or pants, etc. are unacceptable.

NYC DOS rules mandate that the sidewalks be swept between 8 to 9 am as well as 12 noon to 1 pm. Doormen should perform this task as first duty in the morning and upon returning from lunch break. Keep the sidewalk in front of building clean of litter and debris between cleanings. Remove items from the tree wells and sidewalk more than once a day usually during free time or slow time. Remove any debris caught inside exterior iron window coverings at the start of shift or during slow times. Do not allow anyone to chain their bicycles, motorbike or anything to the tree wells.

Snow is to be shoveled during winter storms, keeping pathways from curb to door clear between cleanings by snow blower. Salt/sand according to common sense as well as to Super's direction.

Please familiarize yourself with the entirety of House Rule #32. Logbooks are to be maintained (written in) and kept at podium during shift or stored in package room after shift. There are two logbooks—one for visitors and one for Contractors and Deliveries. Doormen should produce contractors' previously completed paperwork provided by management at the beginning of a worker's shift to confirm their right to work in the building. If there is no file work completed, they cannot work or enter the building; do not sign them in. Send them away. Have them call Management to clarify the rules and get their paperwork in order. The Super and/or tenant cannot supersede this policy.

Doorman Duties and Behavior Guidelines

860 Grand Concourse

All contractors (not just the foreman of the job) must sign in daily on the separate sign in sheet provided for deliveries and contractors. This includes contractors hired by management and utility company (phone, tv, internet) installers and workers. They must sign in at the front door. All deliveries and contractors, whether entering from side door or from front entry, must sign in. All deliveries and contractors must sign out. This must be explained to all delivery personnel and contractors upon initial entry. All contractors and deliveries must be properly announced. Front doors need to be secured when accepting and processing deliveries for FedEx, UPS, USPS, etc. (These delivery personnel are exempt from the sign in policy.)

The Super must be notified on a daily basis when any contractors are sent by Management. They must sign in. All tenants must be notified that their delivery or contractor has arrived. No contractor, delivery or visitor is to be sent up until contact with the upstairs tenant has been reached via the intercom. No more "they are on their way up." If there is no answer the delivery or contractor cannot enter the premises. Keep track of deliveries—if they have not signed out and left the building in a reasonable amount of time, alert the Super.

Anyone claiming to represent a utility, city or government entity must have and present clear ID and immediately be put into contact with the Super.

Daytime doorman must make sure contractors have left by 4:30pm. Starting at 4:00pm, doormen should start calling up to apartments to alert them that they must be out by 4:30pm. To make this easier collect the cell phone number of the on-premises contractor so you can reach him or her directly and enter it into the logbook. New contractors beginning their jobs must have the hours, conditions and limitations explained to them when they sign in. All contractors must sign out. This includes contractors hired by management. If there are any stragglers please report it to the Super before 4:30 pm and to the night doorman. The night doorman in conjunction with the Super must finish the job of getting stragglers off the premises. Those contractors who refuse to comply should be reported to the Super and to Management. Management has the right to refuse any future reentry. This must be explained to all contractors upon initial entry.

Tools and supplies being used by any contractor cannot be stored permanently or temporarily in any common area such as the lobby or hallways. Contact the workers and have them immediately remove these items.

Individual tenants must be called as soon as possible to alert them to a package that has arrived or that something has been dropped off for them.

No one claiming to do surveys, polls or wanting to distribute pamphlets or political material are allowed in the building. No solicitors. No vendors. No salespeople.

Doorman Duties and Behavior Guidelines

860 Grand Concourse

No one wanting to post something in the mailroom. No one wanting to go door to door for any reason. Ask them to leave. Do not accept their handouts. Any violators should immediately be brought to the attention of the Super and Management. In extreme cases, call the police.

Please familiarize yourself with the entirety of House Rule 33—the Move-in/Move-out policy. Doorman must enforce House Rule 33. Promptly report to Super and Management of all unexpected move-ins or move-outs and any violation of House Rule 33.

No visitors are to hang out in lobby; residents and residents present with their guests are excluded. Non-tenant visitors must be asked to leave the premises. No fraternization with tenants or visitors. Keep a professional relationship with all tenants and visitors. Do not conduct personal relationships while on duty. The lobby is not a public shelter for the general public waiting for buses.

Chairs must be out and facing the door. Doormen must NEVER position themselves facing away from the door. The stairway is not a desk. It cannot be your focus. If you cannot be fully seen from the Grand Concourse curb, you are incorrectly positioned. When doors are quiet, focus is on security monitor and entries. The goal to strive for is to open the doors for those entering and departing and to greet 100% of the people. You are on your feet for every tenant entering and departing; you cannot remain seated. You should position yourself so that you are at the door before the tenant reaches the 2nd door. If you can't do that, you are incorrectly positioned and your standing position or chair placement must immediately change.

Do not just buzz people in the side door entrance if you do not recognize them. Go down and open the door and use the greeting protocol that you would use as if they came to the front door. Visitors must be announced via the speaker. Contractors must sign in at the front door and be announced.

Smoking and drinking alcoholic beverages are forbidden on premises at all times. Drinking alcoholic beverages prior to one's shift or on meal break is forbidden. Watching or interacting with TVs, computers or hand-held devices, listening to radios and using other entertainments are not allowed except for the 2nd half of the nighttime shift. Even then, televisions, radios, etc. must be positioned so that you are facing the doors. These devices should never receive your full attention; if you cannot keep an eye on the door and monitors at the same time, these devices can be excluded from your usage. No food and drinks visible during shift. Store in podium. Meal breaks are provided. No eating during shift. Clean podium, including its interior, after each shift. No personal calls at all—none—except in case of extreme emergency.

Doorman Duties and Behavior Guidelines

860 Grand Concourse

Priority is the entering or departing tenant, guest or temporary visitor. Immediately excuse yourself from any distraction to attend to the entering or departing person or their needs.

Professional suite doors must remain closed. If they are open, close them. Professional suites are not extensions of the Lobby. They are separate and contained. If professional suite owners do not comply, report to Management. Patients and clients must use the appropriate in-suite reception area while waiting for their appointments. Clear instructions and directions to professional suites must be given to patients and clients. Make sure they get to their destination, especially one beyond the elevator bank.

No professional suite can leave pickups or deliveries outside their doors, save for medical waste boxes. Professional suites must follow the rules just as shareholders do.

Menus, flyers and circulars must be relegated to the tenant mailroom only or be thrown out. If you see them anywhere in the lobby, remove them.

There must be a proper hand off from shift to shift. This means that the daytime doorman and the nighttime doorman are equally required to inform and inquire of each other—it is the responsibility of both doormen to complete the hand off. The state of the building at the moment of hand off must be conveyed and include the state of:

Any deliveries currently in process or any removal of workers from building still uncompleted;

Remaining parcels and packages not handed out and still in mailroom;

Tenant notes, packages and keys that were left for guests or other apartment co-tenants;

Any current situation or on-going incident that the incoming doorman needs to know about. The incoming doorman should not be expected to figure things out by himself. Tenants expect that the any information about the state of the building known by the day doorman will have been conveyed to the nighttime shift.

All emergencies must be reported to the Super and Management immediately. Emergency procedures as issued by management must be complied with. Incident report(s) should be filled out immediately and given to management at the end of the shift.

Doorman must encourage more usage of the side door for the elderly and the infirm including those with walkers and canes and those not physically able to handle the staircase. Doormen should carefully observe all who use the staircase, noting if people are having trouble navigating the stairs, are moving too

Doorman Duties and Behavior Guidelines

860 Grand Concourse

fast, look distracted or are descending or ascending with any hand-held device. Note and watch out for people who are texting or talking on their phones. Offer to help anyone who clearly needs help. Be wary of those who decline your offer to help. Instruct those who use the staircase to use the handrails and to be careful as they reach the landings, especially the one at the lower lobby level. Pay attention.

Doors must be locked/closed when any action or duty causes you to vacate the upper platform. Anytime the outside temperature is below 55 degrees the doors must be closed. Do not interlock the doors; use door stops (currently under review). During the non-summer months, if the lobby feels cold or has a cold draft, close all windows and doors, including those leading to the laundry and the east rear egress beyond the Super's apartment.

Keep carpet runners in lower lobby flat and aligned whenever there is a lull or slow time.

Record all tenant complaints and promptly give them to Super or at shift's end.

Every few days, water plants very lightly if they are very dry along with your late night vacuuming duties. Close windows in lobby if the weather changes, especially during dropping overnight temperatures or heavy rain. Keep closed if below 55 degrees outside.

Sweep, clean and vacuum lobby areas, desk and vestibule as needed and/or per your schedule. Keep immediate area pristine. Mop lobby areas during rain or snow, using yellow safety signs to alert tenants, workers and visitors.

Duties, rules and regulations can be added to this list.

Doorman Duties and Behavior Guidelines

860 Grand Concourse

Failure to execute any of the duties described in this document will be grounds for formal reprimand by Management. Accumulating reprimands can be grounds for dismissal per union rules.

Please sign below confirming that you have read this material completely and accept the duties as described above.

Name

Date
