



**UNITED STATES DEPARTMENT OF THE INTERIOR**  
**BUREAU OF LAND MANAGEMENT**

Arizona State Office  
222 North Central Avenue  
Phoenix, AZ 85004  
[www.az.blm.gov](http://www.az.blm.gov)

In Reply Refer To:

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October 22, 2003

EMS TRANSMISSION: 10-23-2003  
Instruction Memorandum No. AZ-2004-006  
Expires: 09/30/2004

To: All Arizona Employees

From: Deputy State Director, Business and Support Services

Subject: Arizona State Office Information Access Center, Front Desk Procedures

**Purpose:** Guidelines regarding front desk procedures at the Arizona State Office Information Access Center (IAC).

**Background:** The front desk is the initial point of contact for customers and employees visiting the State Office. These guidelines will ensure quality customer service from the front desk for our visitors and employees.

**Policy/Action:** By following the steps outlined below we can ensure quality customer service to all of our visitors.

1. All visitors, including visiting BLM employees, must sign in at the front desk.
2. Visitors are given badges to be worn while in the State Office. There are two types of badges issued, one used to identify BLM employees and another used by the public. Yellow badges issued to the public must be returned to the front desk and noted on the sign-in sheet at the end of each day (even if returning the next day). While at the State Office visiting, BLM employees do not need an escort, however, members of the public must be escorted by a BLM employee.
3. These are issued by Accounts, AZ (954.54) and returned to Accounts after use. A limited number of office entry cards are available.
4. Parking validation at the AMPCO parking garage, (located at the southeast corner of Van Buren & First Avenue) is available to the public. Restricted use by State Office telecommuters and bus riders is also available. All validation tickets are issued by the Receptionist and must be picked up by 4:30 p.m.

5. Managers, Program Leads, and other employees expecting visitors should notify the Receptionist so they may be directed to the proper location.
6. State Office employees recording voice mail instructions should direct calls to their Staff Assistant rather than the Receptionist (Operator).
7. Hours of assistance in the IAC for the public are 9:00 AM to 4:00 PM. All telephone calls received elsewhere in the State Office outside of those hours should be transferred to the Receptionist at extension 9200. These calls should never be transferred to the Public Contact Specialists.
8. The Receptionist continues to receive deliveries from a wide variety of sources. Please make every effort to pick up packages as soon as possible once notified by the Receptionist. This will help keep the IAC from looking like a warehouse.
9. When unexpected visitors arrive at the front desk asking to speak with someone regarding specific program information, the Receptionist will call the staff contact listed below for assistance.

| OFFICE                                       | POINT OF CONTACT  | EXT. | ALTERNATE CONTACT | EX. |
|--|-------------------|------|-------------------|-----|
| State Director                               | Lucy Ontiveros    | 500  | None              |     |
| External Affairs                             | Irene Silva       | 504  | None              |     |
| Law Enforcement                              | Maria Lipasek     | 315  | Nancy Kragl       | 318 |
| Resources Div                                | Lorna Clary       | 542  | None              |     |
| Lands & Rec.                                 | Leticia Archuleta | 509  | Lorna Clary       | 542 |
| Renew & Min.,<br>Native Am<br>Minerals, Fire | Sue Williams      | 511  | Lorna Clary       | 542 |
| Bsns & Sprt. Svcs<br>Div                     | Hillary Conner    | 313  | Bob Kritzstein    | 264 |
| Eng & Map                                    | Margaret Walker   | 641  | Steve Meszaros    | 342 |
| Lands & Min                                  | Pauline Brown     | 360  | Tiffany Kilgore   | 357 |
| Cadastral                                    | Eric Gong         | 573  | None              |     |
| IT   | Help Desk         | 466  | None              |     |

**Timeframe:** This IM is effectively immediately.

**Manual/Handbook Sections Affected:** None

**Budget Impact:** None

**Contact:** If you have any questions, contact Carol Burger, Public Information/Records Group Administrator, at 602-417-9379.

Signed: Lonna O'Neal  
DSD, Business & Support Services

Authenticated by: Kim Platner  
Staff Assistant