



# United States Department of the Interior



## BUREAU OF LAND MANAGEMENT

Arizona State Office  
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Instruction Memorandum No. AZ-2004-029  
Expires: 09/30/2005

To: All Arizona Employees

From: Deputy State Director, Business and Support Services

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

**Program Area:** Customer Service

**Purpose:** Front desk procedures at the Arizona State Office (ASO) Information Access Center (IAC).

**Policy/Action:** The front desk is the initial point of contact for customers and employees visiting the ASO. By following the steps outlined below, we can ensure quality customer service to all of our visitors.

- All visitors, including visiting BLM employees, must sign in at the front desk.
- Visitors are given badges to be worn while in the ASO. There are two types of badges, one for BLM employees and another for members of the public. Visitors as well as BLM employees need an escort while at the ASO. Photo identification is required when signing in at the reception area.
- A limited number of swipe cards for entry into locked areas of the ASO are available. These are issued by Accounts and returned to Accounts after use. Each field office has been issued a swipe card.
- Parking validation at the AMPCO parking garage is available to the public. Restricted use by ASO telecommuters and bus riders is also available. All validation tickets for public parking are issued by the Receptionist and must be picked up by 4:00pm. Please keep this in mind when working with visiting field personnel.

- Managers, Program Leads, and other employees expecting visitors should notify the Receptionist and be available to escort visitors when they arrive.
- ASO employees recording voice mail instructions should direct calls to their Staff Assistant/contact person rather than the Receptionist/Operator.
- Hours of assistance in the IAC for the public are 9:00am to 4:00pm. All telephone calls received elsewhere in the ASO outside of those hours should be transferred to the Receptionist at extension 9200. These calls should never be transferred to Public Contact Specialists.
- The Receptionist continues to receive deliveries from a wide variety of sources. Please make every effort to have packages picked up as soon as possible.
- When unexpected visitors arrive at the front desk and ask 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	EXT.
State Director	Lucy Ontiveros	500	Lorraine Ashley	203
External Affairs	Lynn Jackson	504	Dorthea Boothe	219
Law Enforcement	Maria Lipasek	315	Nancy Kragl	318
Resources Div	Sue Williams	511	Leticia Archuleta	509
Lands & Rec	Leticia Archuleta	509	Sue Williams	511
Renew & Min, Fire	Sue Williams	511	Leticia Archuleta	509
Bsns & Sprt Svcs Div	Hillary Conner	313	Bob Kritzstein	264
Eng & Map	Margaret Walker	641	Steve Meszaros	342
Lands & Min	Pauline Brown	360	Tiffany Kilgore	357
Cadastral	Kenny Ravnkar	576		
IT	Help Desk	466	Sherri Watts	283

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

**Budget Impact:** None

**Background:** These guidelines will ensure quality customer service from the front desk for our visitors and ASO employees.

**Manual/Handbook Sections Affected:** None

**Coordination:** Records Administration and IAC staff.

If you have any questions, contact Wendy Moffitt, Acting Public Information/Records Group Administrator, at 602-417-9295.

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

Authenticated by: Christa Moser  
Clerical Staff