

How to write a well-worded work order.

1. Open the work order form. This form can be found by going to rocky.edu -> Housing & Dining -> Forms & Policies -> Work order. Here is the link <https://rmc.flowforms.io/forms/70>
2. Fill out the form as you are the RA. Even if it is not your room.

Name
Jake MacKenzie
Please tell us your first and last name ! required

Email
mackenziej@rocky.edu
Please use your Rocky email address ! required

Phone Number
406-238-7298

Building
Anderson ! required

Room Number
AC apt
Enter the room or specific location where the issue is located ! required

Issue
Test
Please describe the issue ! required

3. Be very specific about the issue. Saying “small hole in wall, patch and paint” is not as helpful as “in the middle bedroom on the north wall about a third of the way from the top is a hole about the size of a quarter that needs to be repaired and painted.”
 - a. Please use cardinal directions if possible. The rims are north for reference.
 - b. Be specific about the size. Coins are a good size indicator.
 - c. Always attach a photo when submitting a work order with damages.
 - d. Use the templates available on the Residence Life Staff Training and Resource webpage.
4. Never tell students the cost of items -this is determined by the Area Coordinators in consultation with the Facilities Department.
5. Make sure to communicate who is responsible for damages in the work order by at the end saying “ Please send billing to housing@rocky.edu to bill (Student full name) for (damages)”