

Fall 2018

Service Excellence Newsletter, Fall 2018

Rollins College Service Excellence Team

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R SERVICE EXCELLENCE

NEWSLETTER



Department Spotlight: Landscape & Grounds, Facilities Services

First to maintain the level of quality and safety that is expected of a quality institution such as Rollins. Also to adjust and respond to the requests of special events and student activities

- **How would you describe the role of Landscape & Grounds on campus?** We strive to provide a landscape environment that encourages and supports a learning atmosphere.
- **How does your office/team add value to Rollins and its mission?** We not only maintain landscape but we are responsible for all of the hardscape surfaces on campus, bike racks, signage installations, and event support.
- **Is there any aspect of your office's role that might surprise the campus community?** Interaction with students, faculty and staff, hearing their positive comments; also the opportunity to educate on plant ID, care, etc.
- **What's the best part of the job?** Mother Nature can definitely be a challenge and the fact that we are dealing with living organisms that react positively and negatively to damage, drought, storms, excessive heat.
- **What's the most challenging part of the job?** How do you motivate your team to best serve the 4 pillars of service excellence? We have a mature highly educated group of people that are

passionate about what they do. Our goal is to provide a home away from home for our students, and a landscape that they are proud of.

- **What does Service Excellence mean to you and how does your staff embody Rollins service standards?** We are providing service everyday all day and we strive to embody the service excellence commitment in all that we do.



Teddy Tirado

On two separate occasions this month, Teddy has come to the rescue. The lock on an office door in the Comstock building wasn't working and the employee couldn't get into their office. Teddy came right away and fixed the lock. On a separate occasion, I needed a new lock installed on an office door and Teddy

came within an hour to change the lock. Teddy is so friendly and helpful. He is truly an asset to Rollins.
-Becky Hopkins

Guiliano Hall

Gil is always very helpful and knowledgeable about how to get a job done right. I ordered some shelves to be mounted near our copy machines. I unfortunately ordered the wrong size shelves, but lucky for me Gil was able to cut them down and mount them so that they are sturdy and safe. Not only that, he did it all in one morning. I cannot say enough about how helpful and pleasant to work with Gil is every time we need a job done. Kudos to our very excellent co-worker!

-Donata Nutter

John Overberger

John was so incredibly helpful and thoughtful throughout the entire process of moving folks from Mills to Pioneer. He was responsive, kind, dedicated, and thoughtful. Even post-move, John has continued to make sure we have all settled comfortably and have access to everything we need. He's very approachable and easy to work with. We are so incredibly thankful for everything. THANK YOU!!!

-Sofia Macias

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- Marguerite Jacobs
- Udeth Lugo
- Clifford Manspeaker
- Brooke Pankau
- Richard Perez
- Jill Pigmon
- Skip Sargent
- Mark Schendel
- Doug Shell
- Donna Siao
- Marie Spinale
- Teddy Tirado
- Laura Wentworth
- Sharon Williams



The Service Excellence Coin

Everything you need to know about Rollins' newest recognition tool.

From the Service Excellence Chair



- **What is it?** The Service Excellence Coin is a token of recognition given to those who engage in acts that model our Service Excellence standards and uphold the College's mission. Receiving this coin means that you are being recognized for being a "Champion of Service Excellence."
- **How it works?** Once you receive a coin, keep your eyes open for fellow Rollins community members who are embodying one of the Service Excellence standards. If you witness someone in the act of being responsive, respectful, collaborative, or competent, pass on your coin in appreciation of their good works in our community. Don't forget to remind them to pass on the coin as well!
- **In Action** Mary Edwards, assistant director of landscape and grounds, passed her Service Excellence coin on to groundskeeper Robert McWilliams after he took time out of his day to help a student who was injured while crossing Fairbanks Ave. Robert showed a commitment to the Service Excellence standards by going above and beyond to ensure that the student felt cared for and supported during a difficult time. By passing on her coin, Mary helped to continue recognition for staying dedicated to the standards that make our community strong.

I'm thrilled to be back serving as the Chair of the Service Excellence team. As chair, I've loved seeing the peer-to-peer service WOWs that have been coming in, and spending time celebrating the Facilities Grounds team that won the SE award this past May. The Staff BBQ was another success (sponsored by the SE Team) with the costume contest being a blast! All of these experiences continue to be a wonderful reminder of the many good people we have here at Rollins and that our Service Excellence efforts are alive and well.

Best wishes to all for a successful finish to the Fall semester!

From the Service Excellence BBQ



Acknowledge a Co-Worker!

[Submit a WOW Service Experience](#)

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