

Fall 2015

## Service Excellence Newsletter, Fall 2015

Rollins College Service Excellence Team

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# SERVICE EXCELLENCE

FALL ISSUE • 2015

## DEPARTMENT SPOTLIGHT



▲ The team at the Annie Russell Theatre manages more than 80 performances every year.

## Annie Russell Theatre

The Annie Russell Theatre celebrated its 83rd anniversary in 2015, making it the longest-running theatre in Central Florida. Between its stages at the Annie Russell and Fred Stone theatres, the team serves about 11,000 patrons every year, including students, faculty, and staff and members of the Central Florida community.

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 rollins.edu/annie-russell-theatre

“Service Excellence means that each interaction with a student, patron, or colleague is caring, compassionate, collaborative, and competent.”

**Q: What is the team make up and responsibilities?**

**A:** We are a team of faculty, staff, and resident artists whose mission is to help develop imaginative, purposeful, and skilled expression in the theatre as well as students' artistic, intellectual, and personal growth.

**Q: What's the simplest way to explain what you do?**

**A:** We prepare artists to transform their communities.

**Q: What is the biggest misconception of your group?**

**A:** Perhaps there is a sense that students studying theatre or dance will use their degree to work directly in the field. Many of our students will pursue work in the performing arts, but many will use the skills they've developed here to work in other fields like business, education, or law.

**Q: What's the best part of the job?**

**A:** The students. They're smart, hard working, and funny, and they remind us to remain optimistic about the power of theatre to transform and renew.

**Q: What's the toughest part of the job?**

**A:** Tech weeks! That's the week before a show when we spend 12-hour days ensuring all the elements of production (set, lights, sound, costumes) gel beautifully with the work the actors have been doing in rehearsal.

**Q: How many performances do you manage every year?**

**A:** We present 32 performances of our four-production main stage season at the Annie, 15 performances of our three-production Second Stage Series at the Fred, and one performance of Rollins Dance's *Attitudes* concert. Plus, Rollins Improv Players performs more than 30 shows ever year. That's more than 80 performances.

**Q: What does Service Excellence mean to you?**

**A:** Service Excellence means that each interaction with a student, patron, or colleague is caring, compassionate, collaborative, and competent.

**Q: Any surprising or funny anecdotes?**

**A:** We tell lots of ghost stories here at the Annie. For example, if "Annie's door" is open, we imagine she approves of the show we're producing. Annie's door is above the stage and to the left. The room was once her dressing space but now is inaccessible because the stairs up to it have been removed.

**Q: Faculty and staff receive two free tickets to any Annie production. Are there any other Annie-related perks?**

**A:** We've shared the team-building benefits of theatre with a number of teams on campus, including the Crummer student services team, A&S and CPS faculty members, and the Office of Marketing and Communications.



Our standards of being responsive, respectful, collaborative, and competent are ideals to which I aspire in my own work, and I see them every day in the work of our colleagues across campus.

— Grant Cornwell, Rollins President

## HOW WELL DO YOU KNOW ROLLINS?

TEST YOUR ROLLINS COLLEGE IQ.

**1. HOW MANY STUDENTS ATTEND ROLLINS?**

- 2,687
- 3,260
- 1,948
- 4,757

**2. WHO WAS ROLLINS' LONGEST-SERVING PRESIDENT?**

- Hamilton Holt
- Hugh McKean
- Thaddeus Seymour
- Rita Bornstein

**3. HOW MANY LIVING ALUMNI DOES ROLLINS HAVE?**

- 53,292
- 28,756
- 64,978
- 38,263

**4. WHAT IS A TAR?**

- A pilot
- A soldier
- A sailor
- A marine

TAKE THE FULL QUIZ AT [BIT.LY/ROLLINSQUIZ](http://bit.ly/rollinsquiz) AND FIND OUT IF YOU'RE A ROLLINS EXPERT OR NOVICE

# WOW!

## what people are saying...



### Barry Brown

Late Friday evening, Barry clocked out and was headed home to start the weekend. On his way out, he noticed that we were having trouble with one of our golf carts, so he stopped and repaired the cart on his own time—now that is what we call Service Excellence! We were very impressed that Barry was so generous with his time. He is truly deserving of special recognition.

Larry Barrett



### Sherry Lewis

I had a misunderstanding with a professor who dropped me from his class and would not let me back into it. I was in a panic because I didn't have enough hours to be eligible for the golf team. I had no idea who to talk to, so I was running around like a chicken with its head cut off. Sherry saw me panicking as I raced around the communication studies department and offered to help. We looked at my schedule and figured out another class I could take, and she personally got in touch with the professor to ask if I could be in the class. Sherry is such a kind person and so willing to help students! She has made my time at Rollins great because I know there are people who really care and will not let you fail—even when you feel like all hope is lost.

Hally Leadbetter



### Jennifer DeWitt

I host a monthly meeting for the academic administrative assistants, and Jennifer was gracious enough to address the group with an interesting, exciting, and helpful presentation on social media. It was by far the most well received presentation to date. Jennifer went above and beyond to know her audience and interact delightfully.

Janette Smith



### Richard Lewin

I asked Professor Lewin if he would be willing to facilitate a class for employees to help them understand the basics of retirement plans. He enthusiastically agreed and put together a wonderful session that was a thorough overview of retirement plans. Although the session was cancelled due to Fox Day, he was flexible to reschedule for later in the year. Richard was able to provide some thought-provoking content to help employees better understand the importance of saving and the components of the Rollins retirement plan. Thank you, Richard!

Jennifer Addleman

Read more WOW acknowledgements at [bit.ly/wallofwow](http://bit.ly/wallofwow)



Recognize a fellow staff or faculty member for delivering excellent service by filling out a WOW card or submit an electronic WOW online: [rollins.edu/giveawow](http://rollins.edu/giveawow)

## acknowledgements

- ★ Jen Atwell
- ★ Zach Baldwin
- ★ Charmaine Baptiste
- ★ Barry Brown
- ★ Jerome Brown
- ★ Amanda Concelman
- ★ Scott Cook
- ★ Jennifer DeWitt
- ★ Todd Force
- ★ Aspen Fox
- ★ Gil Franqui
- ★ Eric Graveling
- ★ Tiffany Griffin
- ★ Kirk Hemphill
- ★ Aziz El Kanouni
- ★ Megan Joyner
- ★ Donna Klingler
- ★ John Knopick
- ★ Rick Kopatich
- ★ Julia LeBoeuf
- ★ Khris Lewis
- ★ Sherry Lewis
- ★ David Markland
- ★ Pam Mason
- ★ Jordan Meeks
- ★ Lauren Mickler
- ★ Darla Moore
- ★ Natasha Muco
- ★ Luis Narvaez
- ★ Son Nguyen
- ★ John Overberger
- ★ Syed Qadri
- ★ Jorge Ramirez
- ★ Travis Ray
- ★ Ramon Robledo
- ★ Elisa Rodriguez
- ★ Fernando Rodrigues
- ★ Teodoro Santiago
- ★ Jon Schmedinghoff
- ★ Patrick Skelly
- ★ Kathy Steinke
- ★ Candice Stevens
- ★ Julia Szenberg
- ★ Luis Villafuerte
- ★ Luke Woodling
- ★ David Zajchowski
- ★ Vefi Zendeli

## 7 TIPS FROM SERIAL WOW HONOREES

Repeat WOW nominees share what it takes to deliver top-notch service.

- 1 Start With Respect**  
My philosophy is simple: I just try to treat others the way I would like to be treated. Treating others with respect goes a long way.  
— Cindy Pokrywa, Student Records
- 2 Listen More**  
Taking the time to listen goes a long way in building relationships. It can also help you find the right resolution more quickly.  
— Son Nguyen, Information Technology
- 3 Do The Little Things**  
No task is too small to make a difference. Whether it's simply picking up a piece of litter or offering directions to someone who is lost, every opportunity to go the extra mile impacts our community positively.  
— Cory Baden, Financial Aid
- 4 Keep Things Professional and Personal**  
I try to stay honest and empathetic with others, treating our interactions not only professionally but personally as well. As I get to know them, it gives me added incentive to provide them with excellent service.  
— Travis Ray, Information Technology
- 5 Learn What Your Co-Workers Are Working On**  
A large part of the battle is knowing what your colleagues are doing for the Rollins community in their own pursuit of Service Excellence. When you're working to solve a problem, it makes it more personal when you know that once you resolve it your colleagues can then continue to work on what they are supposed to be doing.  
— Son Nguyen, Information Technology
- 6 Look at the Positive**  
People by nature look for the negative. Let's turn the tables by looking at the positive. Providing great service and recognizing great service is infectious.  
— Luis Villafuerte, Facilities Management
- 7 Seek Out Improvements**  
I'm always looking for opportunities to improve upon an existing practice. While change can be difficult, it can pay dividends in the level of service you offer.  
— Cory Baden, Financial Aid



## ABOVE & BEYOND

The start of the academic year is always busy. This year there was exceptional activity, because the entire Hamilton Holt School had to be moved during a week full of back-to-back events. Jerome Brown, Khris Lewis, and Ramon Robledo tackled two days of heavy lifting and transport in extreme heat, successfully moving the school to its new location on Fairbanks Ave. A few days later, the transport team helped set up a TPJ speaker event in Warden Arena and then within hours set up McKean Gym for the Wellness Fair.

"If I were doing that much physical labor, I would be in a grumpy mood, but they weren't at all," says Meg Kuecker, who gave Brown, Lewis, and Robledo a well-deserved WOW.

It's clear that the current transport team is a band of on-the-ball men who tackle each job with a great attitude and cheetah-like speed.

## HOW TO WOW

"The power of recognition is one of the strongest forces for stimulating human and social action. Yes, recognition is a powerful motivator—to those who receive it as well as those who observe it." — Lowell Milken

The WOW recognition is one of the best ways to recognize colleagues who are exhibiting our Service Excellence standards: responsive, respectful, collaborative, and competent. Simply put, we all should be paying attention to the good stuff and calling it out. By celebrating and calling attention to examples of Service Excellence, we are helping to grow the impact of this level of service. By using effective and meaningful praise within the "WOW" recognition card, we are directly tying the Service Excellence standards to the positive impact and results for our students.

Here are some tips to provide the most effective "WOWs":

- Make sure to give it close to the event or act to ensure its timeliness
- Be as specific as possible describing why you are recognizing your colleague
- Your description should detail the impact the service had on others, and where possible, tie directly to the impact on students and student experience

➔ What are you waiting for? Give a WOW right now: [rollins.edu/giveawow](http://rollins.edu/giveawow)

## MARK YOUR CALENDAR



**DEC 18** Holiday Mixer  
12–2 p.m. • Alford Sports Center

