

Spring 2015

## Service Excellence Newsletter, Spring 2015

Rollins College Service Excellence Team

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# SERVICE EXCELLENCE

SPRING ISSUE • 2015

## DEPARTMENT SPOTLIGHT



▲ The Knowles Memorial Chapel is one of the many venues that this department manages for weddings, conferences, and other events.

## SCHEDULING & EVENTS

Scheduling & Events oversees the scheduling of non-academic events in Rollins' facilities, and the utilization of campus resources supported primarily through the departments of Facilities Management, Dining Services, Classroom Technology, and Campus Safety. They function as a service provider to campus during the academic year and as a revenue-generating department during the summer.

T: 407.646.2673  
[events@rollins.edu](mailto:events@rollins.edu)  
[rollins.edu/scheduling-event-services](http://rollins.edu/scheduling-event-services)

## “Collaboration is the most important aspect of our job”

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

**A:** **Sudie Eisenbarth**, Director, oversees the Scheduling and Event Services staff and department. Implements Rollins College policies for usage of event spaces and resource use. Oversees external rentals of Rollins facilities.

**Megan Joyner**, Associate Director, large scale campus events, summer conferences, EMS administrative functions and trainings.

**Meg Kuecker**, Assistant Director, general event scheduling, sponsored events, oversees Rollins Summer Camp, with a focus on instructor and counselor hiring and course design, website maintenance.

**Julia LeBoeuf**, Program Coordinator, general event scheduling, student events, assists with Rollins Summer Camp with a focus on camper registration, and website maintenance.

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

**A:** We facilitate the when, where, and how for events at Rollins.

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

**A:** We do not take part in the programming portion of event coordination, rather we coordinate event logistics with service providers across campus. Also, summer is our busiest season for scheduling and coordinating summer camps and conferences.

### Q: How many events are managed every year?

**A:** In 2014, we had about 12,500 non-academic bookings scheduled on campus.

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

**A:** Saying no—we never try to leave it at that. Instead, we try to find other solutions or compromises to make our customers happy. We try to educate the campus about Rollins' policies and coordinate events within those parameters.

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

**A:** Collaboration is the most important aspect of our job—we rely on service providers on campus to ensure Rollins' events are coordinated and executed to the best of our ability. We strive to make the event coordinating process as seamless as possible.

### Q: What do you all like best about your responsibilities?

**A:** We love working within our close-knit team and seeing our hard work come to fruition on large event days for the College.

### Q: Any surprising or funny anecdotes?

**A:** We collect some great stories during the Summer Camp season. Campers have some very particular allergies—one of our favorites was the child who was allergic to blue marker!

# THANK YOU

we reached

# 51%

## PARTICIPATION

by staff & faculty in our 2015 SE survey!



Up from what 31%. Participation helps Rollins better serve its faculty and staff.

## SERVICE EXCELLENCE GUIDELINES FOR FRONT LINE STAFF

- ▶ Create a positive service experience
- ▶ Remember that you represent Rollins when you serve others
- ▶ Greet those you're serving immediately with eye contact, a smile, and an introduction (if introduction is possible)
- ▶ Be empathetic and try to see the point of view of the person you're serving
- ▶ Focus on solutions and try to exceed expectations
- ▶ Own your mistakes and fix them
- ▶ If someone is lost, accompany or guide that person to the right campus destination
- ▶ Answer your phone, when at all possible, and respond to voicemails and emails within one business day
- ▶ Follow up as needed to ensure issues have been resolved
- ▶ Use appropriate email etiquette, including a greeting and signature in emails.
- ▶ Use appropriate out-of-office email and voicemail messages when you're away

## WOW SERVICE

# WOW!

### what people are saying...



#### Julia Larson

Julia goes above and beyond to make sure that all of the students who come in and see her are taken care of. She pays attention to details and really gets to know her students so that way she can provide the best service and recommendations for life planning. She is always a bright, smiling face to go and see in W. Fairbanks!

*Kelly Johnson*



#### Seth Schrager

Seth was a great collaborator in a recent project for the new rFLA curriculum. When Dr. Strom asked if I could think of someone who would help us back our new Neighborhood logo banners with additional fabric, I knew just who to ask. Seth was timely, efficient, and extremely helpful throughout the whole process. He even took time out of his day to help me select the correct fabric. Thank you Seth for being so affable and willing to help out another department.

*Alexa Gordon Ray*



#### Mary Robinson

Mary is responsive and has supported me in learning about the process of bringing speakers to campus. I really appreciate her willingness to help with this process!

*Anne Stone*



#### Phil Hajra

Mayor Jacob's Youth Leadership Conference was on campus last Friday. Phil went above and beyond helping me place the directional signs for the conference around campus and then followed-up by picking up the signs after the event. This may seem like a small task, but it's essential to the success of the event and one less thing the organizer has to put on the to-do list. Phil is always happy to help and does so with a great smile and attitude. He's a true Tar and our campus is a much better place because he is here.

*Cindy Lafronz*

Read more WOW acknowledgements at [bit.ly/wallofwow15](http://bit.ly/wallofwow15)



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/giveaway](http://rollins.edu/giveaway)

### acknowledgements

- ★ Jordan Anduaga-Todd
- ★ Cory Baden
- ★ Bethany Bower
- ★ Center for Leadership & Community Engagement Colleagues
- ★ Jennifer DeWitt
- ★ Facilities Management Crew
- ★ Julie Garner
- ★ Patricia Haley
- ★ Phil Hajra
- ★ Kirk Hemphill
- ★ Meg Kuecker
- ★ Cindy Bowman LaFronz
- ★ Julia Larson
- ★ Julia LeBoeuf
- ★ Peter Lienhard
- ★ Udeth Lugo
- ★ Denisa Metko
- ★ Darla Moore
- ★ Rachel Newcomb
- ★ Son Nguyen
- ★ Jill Norburn
- ★ Juan Ortiz
- ★ Melanie Osborn
- ★ Laura Pfister
- ★ Cindy Pokrywa
- ★ Mary Robinson
- ★ Katharine Sanchez
- ★ Eric Scalamonti
- ★ Seth Schrager
- ★ Patrick Skelly
- ★ Peggy Smith-Clayman
- ★ Penelope Strater
- ★ Teddy Tirado
- ★ Aaron Trombley
- ★ Joe Tsotsos
- ★ Amber-Leigh Van Kuren
- ★ Ian Walters
- ★ Robert Whetstone
- ★ Luke Woodling
- ★ Rob Worth
- ★ Ran Yoon

## IN THE KNOW

### 10 QUESTIONS EVERY EMPLOYEE SHOULD BE ABLE TO ANSWER

- 1 What type of school is Rollins?**  
Rollins is a private four-year, coeducational liberal arts college.
- 2 Where is Rollins? How big is the campus?**  
Located on the shores of Lake Virginia in Winter Park, FL, the 70-acre campus features distinctive Spanish-Mediterranean architecture and was named one of the 50 Most Amazing College Campuses in 2011-13 by The Best Colleges.  
  
The campus includes 17 residential halls, a lakeside beach and walking path, a four-level, 54,000-square-foot library, and a Walk of Fame containing more than 530 stones gathered from the birthplaces of influential cultural and historical figures and engraved with their names.
- 3 How many students attend Rollins?**  
3,207 (1,932 in A&S/CPS; 322 in Crummer; 738 in Holt undergraduate; and 215 in Holt graduate).
- 4 What is the makeup of the student body?**  
Students represent almost every state and 60 countries. About 40 percent of traditional undergraduate students are from Florida.
- 5 What are the most popular majors?**  
Rollins offers more than 50 majors/minors ranging from anthropology to biology to international business. Some of the most popular majors are communication studies, international business, business, psychology, and the biological sciences.
- 6 How long has Rollins been around?**  
Rollins is in its 130th year. Chartered in 1885, Rollins is the oldest recognized college in the state of Florida.
- 7 How many alumni does Rollins have?**  
Rollins has 37,658 living alumni.
- 8 Who are some of Rollins' most notable alumni?** Donald J. Cram, winner of the 1987 Nobel Prize for Chemistry; Janis Hirsch, co-executive producer of *Will & Grace* and writer of *Murphy Brown* and *Frasier*; and Fred M. Rogers, creator of *Mister Rogers' Neighborhood*.
- 9 What is Fox Day?**  
Established in 1956, Fox Day is a tradition that occurs each spring on a day when the president cancels classes for a surprise day off, signaled by the appearance of a statue of a fox placed on Mills Lawn.
- 10 How many people work at Rollins?**  
There currently are 718 staff and full-time faculty members.

Read more facts: [bit.ly/16xwtwU](http://bit.ly/16xwtwU)

## ANNOUNCEMENTS



**Celebrate National Student Employee Appreciation Week**



**Staff Appreciation Event: Baseball Game Tars vs. Nova Southeastern**



**Staff Development Day 9 a.m. Annual Awards Celebration & Luncheon 12-2 p.m. - Alford Sports Center**



## SE BOOK CLUB EVENTS

#### Book:

*Living for the Weekday: What Every Employee and Boss Needs to know about Enjoying Work and Life* by Cliff Swindall



**SE Book Club Discussion 11:30 a.m.-1 p.m. Student Lounge, Crummer Hall**

More Info or to Sign Up: [bit.ly/sebookclub416](http://bit.ly/sebookclub416)

## 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 staff 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 the staff member
- 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? Go give a "Wow"!



## ABOVE & BEYOND

When I was hired to be Associate Director of Interactive Communications in 2013, I made a personal commitment to experience one new Rollins event each year. Last fall, Marissa Corrente urged me to apply to be an Immersion facilitator. Having recently returned from my Immersion ASB (alternative spring break) in South Carolina, I am so glad I did. My co-facilitators and I spent four months planning an experience working with the Gullah/Geechee nation. That experience showed me the direct impact of our programs and revealed the true giving nature of our students. I feel more connected and invested in Rollins than ever.

*Jennifer DeWitt,  
Associate Director of Interactive Communication*