

Spring 2019

## Service Excellence Newsletter, Spring 2019

Rollins College Service Excellence Team

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# SERVICE EXCELLENCE

NEWSLETTER

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## **New Employee Spotlight:** **Jeremy Williamson, Director of Planning and Construction**



- **Welcome to Rollins, Jeremy! Could you share a little bit about yourself prior to joining Rollins?** Absolutely... first and most important, I am part of a fantastic family of five, with a beautiful wife and three young children. I studied architecture at Illinois Institute of Technology a couple of decades ago and am a licensed Architect. Most recently, I was a partner in a local architecture firm, and spent the last few years running the UCF Downtown Project before joining Rollins' Facilities team.
- **How would you describe your role on campus?** My primary working role is managing the design and development of capital projects for the College. From day-to-day, this could play out from sketching floor plans and details in meetings, to the review of contracts, to

## **What Service Excellence Means To Us**

### **Abby Hollern from the Center for Inclusion & Campus Involvement and the Lucy Cross Center for Women and Their Allies**

**How have you been able to maintain service excellence in the midst of the changes?** When our office was relocated, we were given two options. To be all together in a residence hall lounge or to be somewhere farther from campus with more individual offices. I am so proud of my team because they really put students' needs first and agreed to share a common workspace so that students could more easily access our office. Of course the set-up has some challenges, but we continue to focus our work on what works best for our students and know that our future space for the Center for Inclusion & Campus Involvement and the Lucy Cross Center for Women & Their Allies will be incredible.

**What advice would you give other offices who might also be impacted?** I would share that our work isn't about our physical offices. It's about the relationships that we build and being creative about the work that we do. This is also a temporary disruption to what will be a beautiful new design. I try to stick with gratitude- I get paid to do a job that I love. A desk doesn't change that.

### **Meredith Hein from the Center for Leadership & Community Engagement**

**How have you been able to maintain service excellence in the midst of the changes?** I think what's most important is being surrounded by positive colleagues and messaging. Everyone has been flexible during the entire process even during challenging times. We really try to go above and beyond to always meet the needs of the students and our partners. We have to model being responsible leaders and good citizens of

observation of construction job sites for construction progress. I am fortunate to work with a team (in the Facilities department and those across campus) that care deeply about the Rollins community and focused on improving the campus learning and living experience for our students, faculty and staff.

- **What does service excellence mean to you?** It's my opinion and conviction that *service* is defined as something helpful that you do, and while important to remember and practice, it is what drives the service that matters most. *Excellence* is a state of being, a core motivation and the underlying drive of our hearts and minds. *Service excellence* manifests these ideas in a way that focuses away from ourselves and onto others (people or things), and I would even venture to add *without requesting or requiring kudos or even acknowledgement*. This may be embodied at a micro level with very small, seemingly obscure works of service or gestures of kindness; or on a macro level with much larger, more visible works, deeds, and actions. In this sense, service excellence is scalable in magnitude, but at its core, virtually equal in effect... they move the heart and elevate the experience of the recipient.
- **What advice would you have for departments to maintain service excellence during all of the change?** As much as possible, stay the course. We are working tirelessly as a team in the background to minimize the impact of projects to students, faculty, and staff. We are utilizing our various communications to keep the campus aware of changes and will continue to do so.

our community, and a huge part of that is staying connected with the pillars of service excellence: Responsiveness, Respectfulness, Competence, and Collaboration.

**What advice would you give other offices who might also be impacted?** Be open-minded! Be ok with the unknown, embrace it. It's a great way to practice long-term tangible skills for you and our students. And while it can be stressful, think about all the ways you can do your work creatively, whether that's meeting in new places, or going for a walk, or stretching outside of your own comfort zones. Change is constant and inevitable, and while it can be scary, it also can be fun and allow us to think uniquely about how we best do our work and support the mission of the college.

**Check out Fall 2019's newsletter to learn what service excellence means from the Olin Library and Campus Safety!**

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## From the Luncheon



March 26: SE Team hosted the Spring Social. As a way to give back, attendees built packages with Clean the World that will be going to Service and Love Together (SALT), to be used in their mobile units. Thank you!

# WOW!

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**On Monday, May 6th, Hilary Falcon from Student Records received a Big WOW!** One of her nominators said, "Hilary exemplifies the pillars of our service excellence. She responded to our needs in a timely manner when we first started working with Section and required immediate solutions to the initial bugs in the system. She went a step further, and took time to visit with the support team (individually with each of us) to get feedback."

### **Betsey Schutt**

#### *Help Desk, Information Technology*

Betsey rose to the occasion when we needed assistance and a quick turn-around. She was positive and responsive for a project when I needed help, even with short notice. Thank you so much Betsey!

**-Jennifer Addleman**

### **Acknowledgements**

- Scott Bokash
- Karen Crain
- Lesa Duran Daher
- Alex Garabaghi

### **John Sims**

#### *Housekeeping, Facilities Services*

Today while walking in the front door of the library I noticed how clean and shiny everything looks in the entryway. John Sims was newly assigned to the Olin Library and in a short time he has really made a difference. The bathrooms smell clean, the counter surfaces are dust free and the Library is ready at any time for visitors, prospective students and their families. I searched for him to tell him how much we appreciate him and I caught him dusting the display shelves, meticulously re-arranging the books he had to move to do it. This, to me, is ABOVE AND BEYOND service to us at Olin. He exemplifies our service excellence standards. Thank you John!

**-Deborah Prosser**

- Rachel Gardiner
- Sarah Hernandez
- Ian Lyons
- Robin Millar
- Darla Moore
- Laura Pfister
- Robert Schneider
- Betsey Schutts
- John Sims
- Marie Spinale
- Joe Tsotsos
- Amanda Vocks
- Ian Walters
- Meredith Wellmeier
- Wenxian Zhang

## **Meet the new Service Excellence Standards Card**



### **Everything you need to know about the Rollins SE Wallet Card**

- **What is it?** The Service Excellence wallet card serves as a quick-access refresher of the four pillars of Service Excellence. Whether serving prospective or current students, alumni, local residents, or our fellow faculty and staff colleagues, we hope that this reminds you of the value that Rollins strives for.
- **How can I get one?** The Service Excellence communications sub-committee distributed these at the Spring Service Excellence luncheon. Be sure to visit our next service excellence event to grab one!

### ***Acknowledge a Co-Worker!***

Submit a WOW Service Experience

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