

StudentNews

A MONTHLY PUBLICATION FOR ARIZONA STUDENT UNION STUDENT EMPLOYEES

October 2010

TELL US! CUSTOMER SERVICE

WHO ARE these people? And WHAT ARE they doing???

Steven McManus and Maggie Schlitz, and their new job is to survey customers at the Student Unions about customer service. "Tell Us!" is a campaign intended to help improve the customer service in the Unions, and these are its newest recruits! Steven is a customer service superstar! He takes his role as a customer service surveyor seriously and enjoys talking daily with customers. Steven is a freshman pre-Physiology major, working his way towards medical school. Maggie is a senior at the UA, and will be graduating with a double major in French and Religious Studies. She values customer service in the Unions because it makes a positive impression for the University- something that has been her goal during her time here at the U of A.



Where can you find Steven and Maggie? Look for them around the Unions and at Customer Service Trainings! If you are a new employee and haven't yet attended a Customer Service Training you can sign up at the Info Desk. Steven and Maggie will be asking customers about WHAT their customer service was like, so remember:

Welcome with a smile

Hear what the customer is telling you
Action

Thank the customer!

Have a great semester and happy October!

-Jennifer Martin

www.union.arizona.edu/tellus

STEP UP!

Have you ever witnessed a tragedy and later realized with regret that you were just standing there when you could have possibly prevented it? Or have you ever had a friend who just didn't seem like him/herself, and you knew something was wrong? These situations both have something in common: you, as a bystander, doing nothing. Luckily, there is a program called Step-Up! bystander awareness Program that focuses on issues like these and others. One participant says the program impacted how he made basic,

everyday decisions and helped he and his teammates and friends "establish the right thinking patterns" and "realign values and beliefs" in an unbiased but socially accountable fashion. If you want to learn how to make a difference in situations such as: anger, depression, discrimination, harassment, hazing, and more, ask your supervisor for more information on how to sign up for a Step-Up! session.

<http://www.stepupprogram.org/>

- Jesse Calabrese

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PRO-DEV TRAININGS

Emergency & Evacuation Procedures

Wednesday, October 13

10:30am-12:00pm

Presidio Room

Friday, October 15

8:00am-9:30am

Presidio Room

Tuesday, October 19

2:00pm-3:30pm

Tubac Room

Thursday, October 21

4:00-5:30pm

Tubac Room

NetVu Point – Mandatory for Dining Services

Tuesday, October 5

2:00pm-3:00pm

Santa Cruz Room

Life & Work Connections

Tuesday, November 2

9:30am-11:00am

Presidio Room

Friday, November 5

2:00pm-3:30pm

Presidio Room

COMMITTEES- JOIN NOW!

The Student Union has many committees for students and staff to join to help improve our programs and workplaces! The Sustainability Committee incorporates the student program YUnion Aid and focuses on developing sustainable initiatives and programs for the Student Union and its staff- Such as Adopt-a-Hallway and Renew the U.

The Communications Committee focuses on increasing top-down and side to side communications among Student Union staff. They do such projects such as the Passive Communications Screens and the Newsletter that YOU'RE READING RIGHT NOW!

The Professional Development Committee (Pro Dev) focuses on training and professional development opportunities for Student Union staff. Pro Dev created the supervisor training series, the resource book, and WHAT Customer Service Training.

The Student Human Resources Committee is a group that seeks to enhance the diverse student workforce at the Student Unions by finding better ways to hire, train, retain, and evaluate our student workers.

The Dining Services Student Committee is a student run group that develops programs and ideas for improving our dining services department and offerings. They are currently working on projects such as Nutritional Information, the Healthy Options campaign, and Recipes for College Students.

The Sustainability Committee, the Communications Committee, and the Professional Development Committee are open to both full time and student employees. Student HR and Dining Services Committee are exclusively for student employees. Come get involved and help make the Student Union a better place! If you are interested in joining any of these committees, contact Ashley Rae LaBar at labar@email.arizona.edu

-Ben Oman



Students with birthdays in October!

CELEBRITY GOSSIP



Lindsay Lohan denied bail for failing two drug tests.



Lauren Conrad announces she is returning to MTV for a new reality show!



Lady Gaga's VMA meat dress will be perserved as a type of jerky.

NEW HIRES

Welcome! First, realize that there's a lot of people who apply for jobs here, and out of the thousands who apply, we picked you. So congrats! There are a couple things you need to do within the first three weeks of hire.

1. Complete the Employee Manual Quiz. Use these sites: www.union.arizona.edu/intra/handbook.pdf and www.union.arizona.edu/intra/quiz.pdf

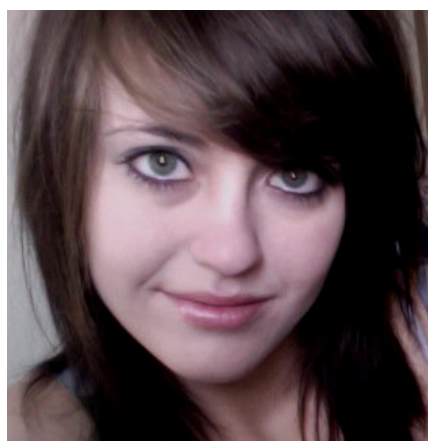
2. Complete preventing Sexual Harassment online course and the quiz. (<http://training.newmedialearning.com/psh/uarizona>).

3. Sign up for Customer Service Training, which can be done through the Information Desk or through your Supervisor. It's an hour and a half seminar on how to provide excellent customer service to our customer base, and it's a good way to meet other student workers in other departments. Again, you'll be paid for your time here.

-Dan Dobkowski

STUDENT EMPLOYEE PROFILE:

SHANNA STRODE



Shanna Strode is a 19 year old sophomore at the University of Arizona. She will soon be celebrating her 20th birthday on October 16th so you should stop by Cafe Sonora to give her your birthday wishes!

Shanna was born in Colorado Springs, Colorado but soon after her family moved to Phoenix, Arizona when she was 5.

Today, Shanna is currently studying psychology with the hopes of one day becoming a forensic psychologist. Although she does not know if this is exactly the career she wants to have she does know that she wants to help the people who need it the most. While in school, she works at Cafe Sonora as a student lead. She says she loves the community of people that she gets to interact with everyday, how flexible her work schedule is around her classes, and the security she feels in having a reliable job that she loves with an incredibly diverse staff. On her free time, Shanna likes to chill with new and different people, relax at home with a full bowl of cinnamon toast crunch, and socialize with her best friends.

- Christine Rose



Visit SHR Online!

union.arizona.edu/shr

