

COUGAR FIRST IMPRESSIONS



VOLUNTEER TRAINING

August 15, 2012

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WELCOMING
COOGS FOR

15

YEARS



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WHAT IS GOOD CUSTOMER SERVICE?

**Ordinary people
Doing ordinary things
Extraordinarily Well**



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SMILE!

These



Not These



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SHOW ENTHUSIASM!



This



Not This



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SHOW INTEREST!

This



Not This



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GREET PEOPLE!

This



Not This



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BE PROACTIVE— OFFER DIRECTIONS!

This



Not This



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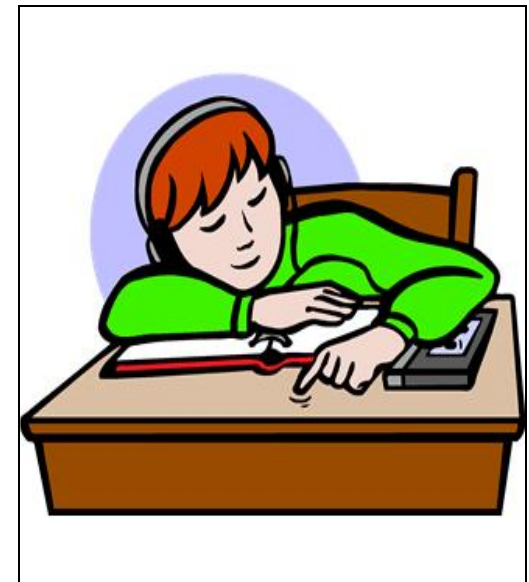
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HAWK YOUR WARES!

This



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**ESPECIALLY,
HAVE FUN!**



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REMEMBER—

**You Are the One
with the Answers!**



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**SO ROLL OUT
THE RED CARPET!**



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LET'S MAKE OUR STUDENTS FEEL...

Like This



Not Like This



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MISSION STATEMENT

- To create a **sense of community** among staff, faculty and students by providing new and returning students with resources and qualitative customer service at key areas on the campus grounds during the first and second days of class.
- To ultimately increase the **retention of students** at the University of Houston.

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CFI 2012

Monday & Tuesday
August 27-28, 2012

7:00 a.m. to 5:00 p.m.

19 locations across campus
+ ice cream tent & home base
+ 10 Water Monsters near CFI tables

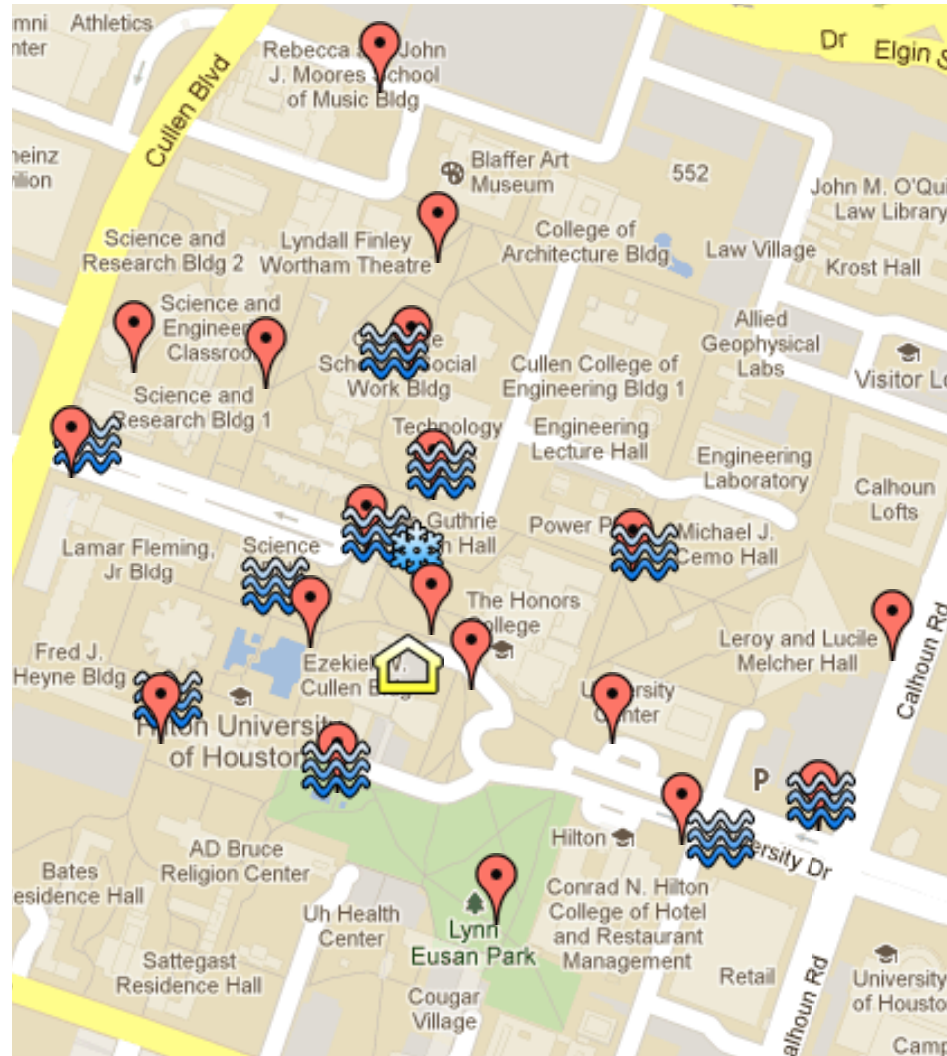
For locations and more info:
www.uh.edu/sc/cfi

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<http://goo.gl/maps/WITPR>

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ROLE OF CFI VOLUNTEERS

- Help students find their way around campus
- Answer questions
- Inform about campus resources
- Hand out CFI materials
- Wear your CFI T-shirt

DON'T

- Promote your department or solicit for your organization's events
- Just sit there!

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CARE OF SELF

- It's going to be really, really hot!
- Keep hydrated – make sure to keep some water reserved for volunteers
- Consider bringing a personal fan
- Bring your own bug spray & sunscreen

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MATERIALS AT THE TABLE — CONTENTS IN RED BINDERS

- CFI Master Assignment List/Sign-In
- Table Locations with a Map
- Frequently Asked Questions
- Student Tally
- List of Building Codes
- Department Locations and “What’s In This Building?” Lists
- Other Information

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VOLUNTEER SPECIAL RECOGNITION FORM

- Form in red binder
- Nominate fellow volunteers who deserve special recognition
- You are in the best position to observe your fellow volunteers
 - Who is particularly helpful to students?
 - Who comes up with a better way of doing things?
 - Who provides great service year after year?

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OTHER MATERIALS AT TABLES

To have your department or program's materials, promotional items or giveaways available for students at the CFI tables, **have your materials delivered THURSDAY, August 23, 1-4 p.m., to the loading dock of Cullen Performance Hall.**

Make sure to include enough to be distributed equally to all 19 tables over two days (we prefer to have them in 19 pre-packaged bundles).

T-SHIRT PICK-UP

Volunteers who do not get their T-shirts at the training or from a Table Host Organizer can pick them up at the loading dock THURSDAY afternoon or on Monday or Tuesday during CFI.

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WHAT TO DO AT THE TABLE

- **Sign in:** Initial by your name on the Volunteer Master List.
- **Click the Counter:** Every time you answer a student's question, click the counter. Don't click when you only give out water to a student who doesn't have a question. Never clear the tally counter. Before you leave your shift, make sure to write in the count on the Student Tally Sheet in the binder.
- **Never leave the table nor the radio unattended!**

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RADIO ETIQUETTE

Push the button on the side when you want to speak and release when you are finished speaking.

Example: *Table 12 to Base, over.*
Base to Table 12, over.
Table 12 needs water, over.
Base to Table 12, that's clear, out.

Never leave the radio alone!
At the end of the day, we will pick up the radio.

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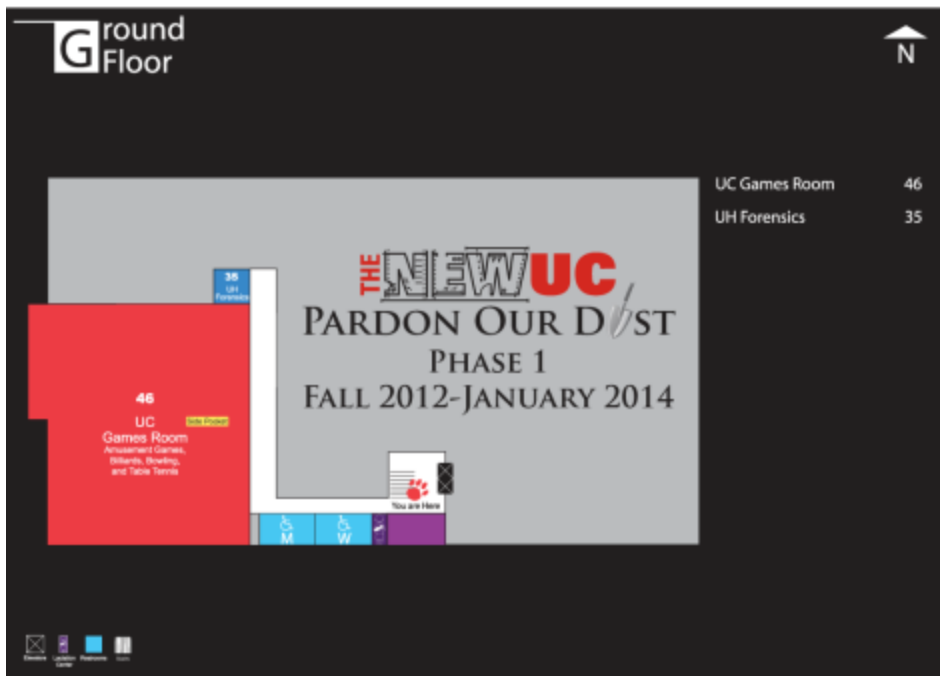
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THE NEW UC

- **The UC Transformation Project**
 - Funded primarily by student fees
 - \$80 million total project cost
 - Includes both a comprehensive renovation of the existing facility as well as almost 90,000 square feet of new construction
 - The New UC will add a second ballroom, a 450-seat theater, a comprehensive home for student organizations, a renovated food court (featuring McDonald's, Panda Express, Chick-Fil-A, and Freshii), and more!
- **Timeline**
 - Phase I – July 2012-January 2014
 - Phase II – January 2014-December 2015
 - Grand Opening – February 2015

THE NEW UC





THE NEW UC
PARDON OUR DUST
 PHASE 1
 FALL 2012-JANUARY 2014

COMING SOON

 **WEEKS OF** Weeks of Welcome – 8/23-9/8

WELCOME For a full listing of events, go to www.uh.edu/wow

 The Cat's Back – 4pm-7pm, Wednesday, 8/29

- **WHAT IT IS**

- The biggest back-to-school event of the year, bringing in over 5000 students just last year

- **WHERE IT IS**

- Campus Recreation and Wellness Center

- **HOW YOU'RE INVOLVED**

- We're looking for volunteers willing to work a 2-hour shift. Free shirts and food will be provided to all volunteers.

- **SIGN UP AT**

- <http://studentvoice.com/houston/catsbackvolunteersignup>

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EVENTS FOR VOLUNTEERS

CFI Volunteer Appreciation Luncheon*

Friday, September 7, 11:30 a.m. - 1:00 p.m.

Athletics/Alumni Center, O'Quinn Great Hall

**Invitation required; you will receive invitation at your table during your CFI shift*

Debriefing Meeting

Wednesday, September 12, 1:30-3 p.m.

Room 106T, MD Anderson Library

Anyone interested in being a part of next year's planning committee or anyone with ideas on how to make CFI an even better event should attend.

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2013 SPRING CFI

The 2012 “Spring Welcome” pilot program was a great success, and has been approved as an ongoing Spring CFI program of UH Staff Council!

The 2013 Spring CFI will be held the first two days of the semester, Monday-Tuesday, January 14-15.

Be on the lookout for more information!

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ONLINE TRAINING

If you would like to review this training, it will be available following this session at:

www.uh.edu/sc/cfi/volunteer

Volunteer binder materials, updated table schedules, and other information will also be available at the website.

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THANKS
for volunteering
and have fun!

Remember,

Give our new and
returning Coogs
a great welcome!

www.uh.edu/sc/cfi

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