

COUGAR FIRST IMPRESSIONS



VOLUNTEER TRAINING

August 22, 2013

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WATER **ANSWERS** **DIRECTIONS**

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COOGS HELPING COOGS SINCE 1998

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UH.EDU/SC/CFI/STUDENTS

Monday, Aug. 26 & Tuesday, Aug. 27

STOP BY CFI TENTS ALL ACROSS CAMPUS

OUR VOLUNTEERS WILL GIVE DIRECTIONS, ANSWER QUESTIONS, AND HAND OUT GIVEAWAYS (WATER, MAPS, PENS, ETC., WHILE SUPPLIES LAST)

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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



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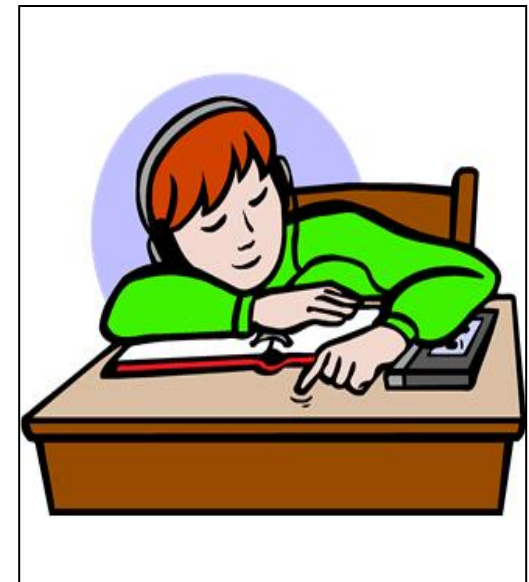
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HAWK YOUR WARES!

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 2013

Monday & Tuesday
August 26-27, 2013

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

20 locations across campus
+ ice cream tent & home base
+ 11 Water Monsters near CFI tables

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

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2013 CFI TABLE LOCATIONS

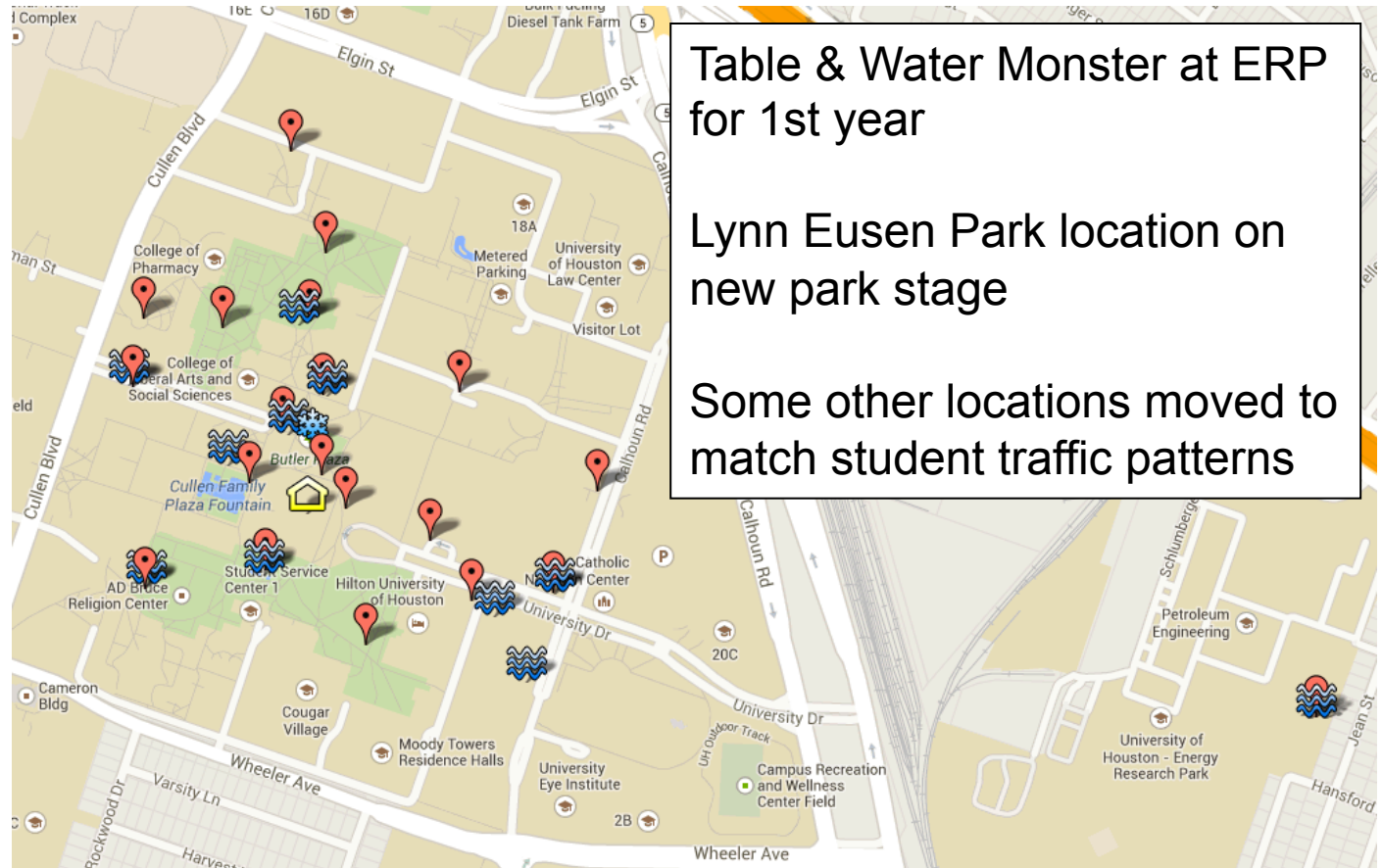


Table & Water Monster at ERP for 1st year

Lynn Eusen Park location on new park stage

Some other locations moved to match student traffic patterns

<http://goo.gl/maps/Pxdz4>

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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 Friday, August 23, 1-4 p.m., to Room 27 of the E. Cullen Building (basement).**

Make sure to include enough to be distributed equally to all 20 tables over two days (we prefer to have them in 20 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 Friday 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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ERP TABLE

- Differences: radio, water, materials
- Focus on getting students onto shuttles and onto campus
- If can't answer a question, let students know there will be other tables all over campus, including one near shuttle stop

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EVENTS FOR VOLUNTEERS

CFI Volunteer Appreciation Luncheon*

Friday, September 6, 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; print your name on the back of the invitation for a chance to win a door prize*

Debriefing Meeting

Date/Time/Location to be announced

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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2014 SPRING CFI

Since the 2012 “Spring Welcome” pilot program, the Spring CFI is now an ongoing event sponsored by UH Staff Council

The 2014 Spring CFI will be held the first two days of the semester, Monday-Tuesday, January 13-14.

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!



Have fun and keep up
our tradition of Coogs
helping Coogs!

www.uh.edu/sc/cfi

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