

COUGAR FIRST IMPRESSIONS



***Spring
Welcome -
VOLUNTEER
TRAINING***



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WHAT IS GOOD CUSTOMER SERVICE?

**Ordinary people
Doing ordinary things
Extraordinarily Well**



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SMILE!



**SHOW
ENTHUSIASM!**



**SHOW
INTEREST!**



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**GREET
PEOPLE!**



**Be proactive,
Offer directions!**



**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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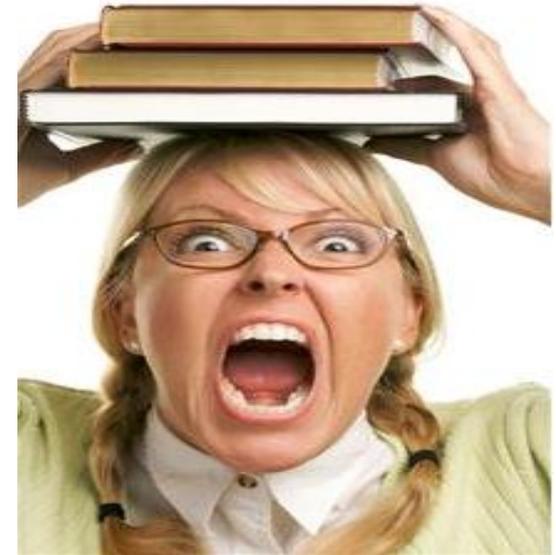


**Let's make our
students feel...**

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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Spring Welcome 2012

Tuesday & Wednesday
January 17 & 18, 2012

8:00 a.m. to 4:00 p.m.

6 locations across campus

For locations and more info:

<http://www.uh.edu/staff-council/spring-welcome/index.php>



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ROLE OF CFI VOLUNTEERS

- Help students find their way around campus
- Answer questions
- Inform about campus resources
- Hand out materials (maps, etc.)
- Wear some red (UH) clothing if possible

DON'T

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



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CARE OF SELF

- It will likely be cold, especially during morning shifts, so dress accordingly
- You will receive a voucher during your shift for coffee or hot tea so you can warm up afterward!



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MATERIALS AT THE TABLE — CONTENTS IN RED BINDERS

- Campus Maps
- Master Assignment List/Sign-in
- Student Question Tally
- Suggestions for Future CFIs
- Frequently Asked Questions
- List of Building Codes
- Frequently Called #s
- Other Information



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WHAT TO DO AT THE TABLE

- **Sign in:** Initial by your name on the Volunteer Master List.
- **Help Students!** This is what the event is all about!
- **Click the Counter:** Every time you answer a student's question, click the counter. 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 maps, 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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ONLINE STUDENT SURVEY

- New initiative to improve event
- Help us promote among students

EVENTS FOR VOLUNTEERS

Volunteer Appreciation debriefing

Time/date/location TBA. This meeting will include refreshments and will be a time to provide feedback on Spring Welcome 2012.



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THANKS

**for volunteering
and have fun!**

Remember,

**Give our students
a warm welcome and a
Tier One experience!**

<http://www.uh.edu/staff-council/spring-welcome>

