

COUGAR FIRST IMPRESSIONS



CFI VOLUNTEER TRAINING

August 15, 2023
E. Rockwell Pavilion



Staff Council
UNIVERSITY OF HOUSTON

COUGAR FIRST IMPRESSIONS



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



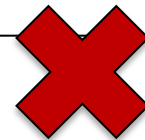
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GREET PEOPLE!

This



Not This



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Be proactive—Offer directions!

This



Not This



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HAWK YOUR WARES! (AGGRESSIVELY PROMOTE)

This



Not 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
UH 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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Monday and Tuesday
August 21 & 22, 2023

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

14 locations across campus
2 locations at Sugar Land campus
1 at UH Katy

For locations and more info:

uh.edu/sc/cfi



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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 a red 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 HOT!
- Make sure to keep some water for volunteers
- Stay hydrated!



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CFI VOLUNTEER BINDER

- Completely online
 - uh.edu/sc/cfi/cfi-volunteer-binder
- Microsoft Forms (QR codes at table)
 - Sign in for your shift
 - Record student question tally
- Table location map
- Frequently Asked Questions
- Campus maps and buildings
- UH services and offices
- Other information



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VOLUNTEER RECOGNITION — COUGAR CUDOS

- Nominate fellow volunteers who deserve special recognition for Cougar Cudos
 - Program that allows staff to recognize other staff members for exceptional service to UH
 - uh.edu/sc/CougarCudos
- You are in the best position to observe your fellow volunteers
 - Who is particularly helpful to students?
 - Who comes up with better ways to help?
 - Who provides great service year after year?



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WHAT TO DO AT THE TABLE

- **Sign in** via the Sign-in Microsoft Form (QR code at table or link in online volunteer binder)
- **Click the Counter:** Every time you answer a student's question, click the counter. Never clear the tally counter. Before you leave your shift, record the count on the Question Tally Count Microsoft Form (QR code at table or link in online volunteer 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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EVENTS FOR VOLUNTEERS

Volunteer Appreciation Luncheon

Information will be provided to volunteers who sign in for their shifts using the Sign-in Microsoft Form (QR code at table or link in online volunteer binder)

Scheduled for Sept. 12, 2023, at 11:30am - 1pm



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THANK YOU
for volunteering and
have fun!

Remember,
Give our UH students
a Tier One experience!

uh.edu/sc/cfi



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