

COUGAR FIRST IMPRESSIONS



VOLUNTEER TRAINING

August 16, 2022



Staff Council
UNIVERSITY OF HOUSTON

COUGAR FIRST IMPRESSIONS



COUGAR FIRST IMPRESSIONS 2022



CARING FOR COOGS FOR 25 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



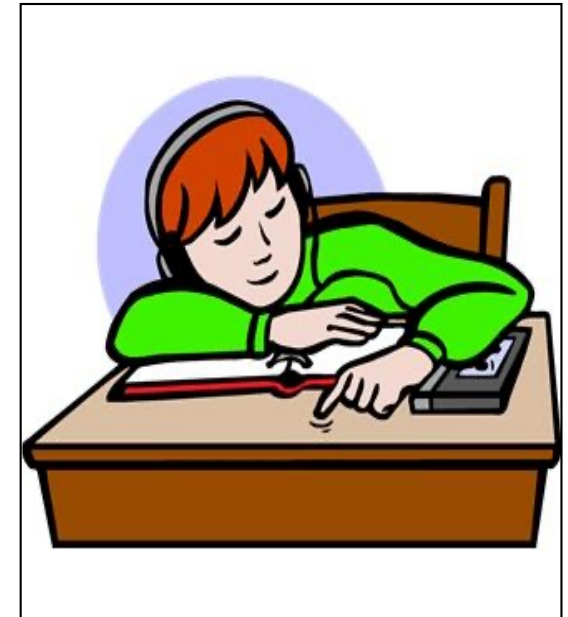
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HAWK YOUR WARES!

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
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 22 & 23, 2022

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

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

For locations and more info:
www.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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VIRTUAL VOLUNTEER BINDER

- <https://uh.edu/sc/cfi/cfi-volunteer-binder>
- Links for:
 - Volunteer Sign-In
 - Student Tally
 - Table Locations Map
 - Frequently Asked Questions
 - What's in this Building?
 - University Services



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COUGAR CUDOS VOLUNTEER RECOGNITION

- Cougar Cudos allows staff to recognize other staff members for exceptional service to UH
- 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 better ways of doing things?
 - Who provides great service year after year?
- <https://uh.edu/sc/CougarCudos/>



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WHAT TO DO AT THE TABLE

- **Sign in:** Complete the form at the Check-In link in the virtual volunteer binder or at the QR code at your table.
- **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 complete the Student Tally form at the link in the virtual volunteer binder or at the QR code at your table.
- **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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ONLINE STUDENT SURVEY

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

EVENTS FOR VOLUNTEERS

Volunteer Appreciation luncheon

Information will be provided to volunteers who sign in for their shifts using the QR Code!



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THANKS for
volunteering and have
fun!

Remember,
Give our students
a Tier One experience!

<http://www.uh.edu/staff-council/cougar-first-impressions/>



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