COUGAR FIRST IMPRESSIONS

CFI VOLUNTEER TRAINING

August 15, 2023
E. Rockwell Pavilion
WHAT IS GOOD CUSTOMER SERVICE?

Ordinary people Doing ordinary things Extraordinarily Well
COUGAR FIRST IMPRESSIONS

SMILE!

These

Not These
COUGAR FIRST IMPRESSIONS

SHOW ENTHUSIASM!

This

Not This
COUGAR FIRST IMPRESSIONS

SHOW INTEREST!

This

Not This
COUGAR FIRST IMPRESSIONS

GREET PEOPLE!

This

Not This
COUGAR FIRST IMPRESSIONS

Be proactive—Offer directions!

This

Not This
COUGAR FIRST IMPRESSIONS

HAWK YOUR WARES!
(AGGRESSIVELY PROMOTE)

This

Not This
COUGAR FIRST IMPRESSIONS

ESPECIALLY, HAVE FUN!
Remember—You Are the One with the Answers!
COUGAR FIRST IMPRESSIONS

SO ROLL OUT
THE RED CARPET!

Staff Council
UNIVERSITY OF HOUSTON
COUGAR FIRST IMPRESSIONS

Let’s make our UH students feel...

Like This

Not Like This

Staff Council
UNIVERSITY OF HOUSTON
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.
COUGAR FIRST IMPRESSIONS

Monday and Tuesday
August 21 & 22, 2023

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

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

For locations and more info:
uh.edu/staff-council/cougar-first-impressions/
COUGAR FIRST IMPRESSIONS

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!
COUGAR FIRST IMPRESSIONS

CARE OF SELF

• It’s going to be HOT!
• Make sure to keep some water for volunteers
• Stay hydrated!
MATERIALS AT THE TABLE — CONTENTS IN RED BINDERS

- Master Assignment List/Sign-In
- Table Locations with a Map
- Frequently Asked Questions
- Student Tally
- List of Building Codes
- Class Schedule
- Frequently Called #s
- Other Information
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?
Cougar Cudos Nomination Link

Cougar Cudos is a program that allows staff to recognize other staff members for exceptional service to the University of Houston.

Please feel free to nominate anyone you think deserves peer recognition.

uh.edu/staff-council/CougarCudos/

https://forms.office.com/Pages/ResponsePage.aspx?id=vboLF_CikEytSw6PDwxCWSaoy4D2fMFC1-u9FzKQ9ghUQ05MOFAwRkpSVE1TNEZWMkc0TUU0R1BZNC4u
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. 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!**
COUGAR FIRST IMPRESSIONS

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.
COUGAR FIRST IMPRESSIONS

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!
*Scheduled for Sept. 12th, 2023 at 11:30am - 1pm
THANK YOU
for volunteering and have fun!

Remember,
Give our UH students a Tier One experience!

[Website Link]