

COUGAR FIRST IMPRESSIONS



VOLUNTEER TRAINING

August 20, 2021

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



COUGAR FIRST IMPRESSIONS 2021
BACK LIKE WE NEVER LEFT!

RES  LIENT

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



WHAT IS GOOD CUSTOMER SERVICE?

**Ordinary people
Doing ordinary things
Extraordinarily Well**

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



SMILE!

These



Not These



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

SHOW ENTHUSIASM!



This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

SHOW INTEREST!



This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

GREET PEOPLE!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

Be proactive—Offer directions!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS

HAWK YOUR WARES!

This



Not This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions



COUGAR FIRST IMPRESSIONS

**ESPECIALLY,
HAVE FUN!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



**Remember—
You Are the One
with the Answers!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



**SO ROLL OUT
THE RED CARPET!**



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



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

Like This



Not Like This



UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



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.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



Monday and Tuesday
August 23 & 24, 2021

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

6 locations across campus and 2
locations at Sugar Land and Katy
campus'

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

UNIVERSITY of
HOUSTON

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!

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



CARE OF SELF

- It's going to be HOT!
- Make sure to keep some water for volunteers
- Stay hydrated!

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



MATERIALS AT THE TABLE — Scan the QR Code

www.uh.edu/sc/cfi/cfi-volunteer-binder

- Master Assignment List/Sign-In
- Table Locations with a Map
- Frequently Asked Questions
- Student Tally
- List of Buildings
- UH Services and Offices
- Other Information

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



VOLUNTEER SPECIAL RECOGNITION

- Nominate fellow volunteers who deserve special recognition for Cougar Cudos
- 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?

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



Cougar Cudos Nomination Form Link

https://forms.office.com/Pages/ResponsePage.aspx?id=vboLF_CikEytSw6PDwxCWSaoy4D2fMFC1-u9FzKQ9ghUQ05MOFAwRkpSVE1TNEZW Mkc0TUU0R1BZNC4u

or go to:

<https://uh.edu/staff-council/CougarCudos/>

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



WHAT TO DO AT THE TABLE

- **Sign in:** Complete the Sign-In MS Form after scanning 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 Student Tally MS Form after scanning the QR code at your table.
- **Never leave the table nor the radio unattended!**

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

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.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



EVENTS FOR VOLUNTEERS

Volunteer Appreciation luncheon

September 10, 2021, at 1:00PM in the KIVA room in Farish Hall.

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions

COUGAR FIRST IMPRESSIONS



THANKS for volunteering
and have fun!
Remember,
**Give our students
a Tier One experience!**

**[http://www.uh.edu/staff-
council/cougar-first-impressions/](http://www.uh.edu/staff-council/cougar-first-impressions/)**

UNIVERSITY of
HOUSTON

STAFF COUNCIL
Cougar First Impressions