

## *VOLUNTEER TRAINING*

August 20, 2021

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#### COUGAR FIRST IMPRESSIONS 2021 BACK LIKE WE NEVER LEFT!

RES RELENT

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## **COUGAR FIRST IMPRESSIONS** WHAT IS GOOD **CUSTOMER SERVICE? Ordinary people Doing ordinary things Extraordinarily Well**

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## COUGAR FIRST IMPRESSIONS SMILE!

These



#### **Not These**



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## COUGAR FIRST IMPRESSIONS SHOW ENTHUSIASM!

#### This

#### **Not This**



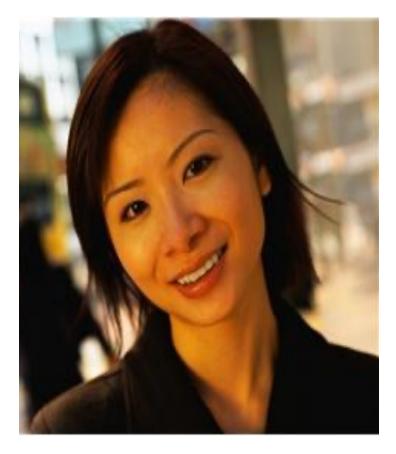


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## COUGAR FIRST IMPRESSIONS SHOW INTEREST!

#### This

#### **Not This**





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## COUGAR FIRST IMPRESSIONS GREET PEOPLE!

#### This

#### **Not This**

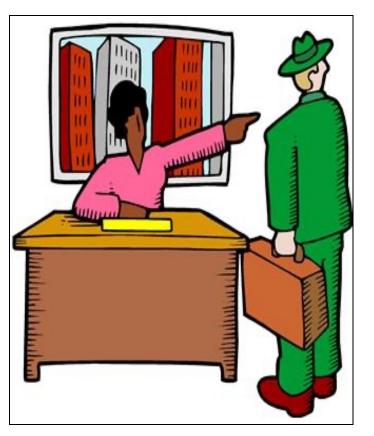




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### COUGAR FIRST IMPRESSIONS Be proactive—Offer directions!

This



**Not This** 



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## COUGAR FIRST IMPRESSIONS HAWK YOUR WARES!

This



#### **Not This**



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# COUGAR FIRST IMPRESSIONS ESPECIALLY, HAVE FUN!



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



OUSTON

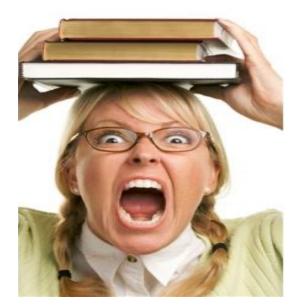
## SO ROLL OUT THE RED CARPET!





### COUGAR FIRST IMPRESSIONS 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 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



### **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!



#### **CARE OF SELF**

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



#### MATERIALS AT THE TABLE — Scan the QR Code <u>www.uh.edu/sc/cfi/cfi-</u> 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

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#### **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?



#### **Cougar Cudos Nomination** Form Link

https://forms.office.com/Pages/ResponsePage. aspx?id=vboLF\_CikEytSw6PDwxCWSaoy4D 2fMFC1u9FzKQ9ghUQ05MOFAwRkpSVE1TNEZW Mkc0TUU0R1BZNC4u

or go to: https://uh.edu/staff-council/CougarCudos/



#### 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!



#### **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.



#### **EVENTS FOR VOLUNTEERS**

#### **Volunteer Appreciation luncheon**

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



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

http://www.uh.edu/staffcouncil/cougar-first-impressions/

