



## VOLUNTEER TRAINIG

**August 14, 2019** 





COUGAR FIRST IMPRESSIONS 2019

**WELCOME HOME** 



**COOGS HOUSE** 







# WHAT IS GOOD CUSTOMER SERVICE?

Ordinary people Doing ordinary things Extraordinarily Well



#### **SMILE!**

#### **These**







#### **Not These**











### COUGAR FIRST IMPRESSIONS SHOW ENTHUSIASM!

**This** 

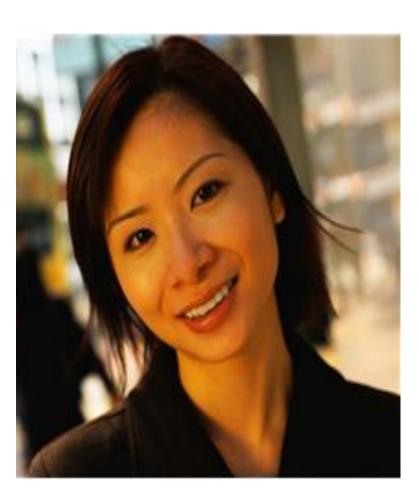






## COUGAR FIRST IMPRESSIONS SHOW INTEREST!

**This** 







### COUGAR FIRST IMPRESSIONS GREET PEOPLE!

**This** 







### Be proactive—Offer directions!

**This** 







### COUGAR FIRST IMPRESSIONS HAWK YOUR WARES!

**This** 







# COUGAR FIRST IMPRESSIONS ESPECIALLY, HAVE FUN!





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





### SO ROLL OUT THE RED CARPET!





Let's make our students feel...

**Like This** 

**Not Like This** 









#### **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.







Monday and Tuesday August 19 & 20, 2019

7:00 a.m. to 5:00 p.m.

20 locations across campus and 2 locations at Sugar Land campus

For locations and more info:

http://www.uh.edu/staff-council/cougarfirst-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!



#### **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?





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	CFI VOLUNTEER SPECIAL RECOGNITION NOMINATION FORM
	Attention, CFI Volunteers: You are in the best position to observe the performance of your fellow volunteers. While every CFI volunteer has gone above the call of duty by participating in CFI, some volunteers go even further. We would like to know and recognize the special things our CFI volunteers do. Help us to identify the extra efforts of your fellow volunteers by nominating them with this form.
	What we are looking for: Has someone been particularly helpful to a student(s)? Has a volunteer put a student at ease or encouraged them? Has a volunteer come up with a better way of doing things? Have they provided good service year after year? Has he/she done something else that should be recognized?
	(Please print clearly and return the completed form to your CFI driver or leave it in the binder. You can also complete this form online through Wednesday, August 24. Follow the link at the CFI website, www.uh.edu/sc/cfi.)
	Nominee Name:
	Table #: Shift (Day/Time):
	Nominee's Department (if known):
	What has the nominee done to warrant special recognition? (Use back of form if needed.)
	Is there anything else you would like to tell us about this volunteer?
	Your name:
	Your phone number: Your email:
	Thank you for your input!
<b>\</b>	****





#### 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!





#### 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**September 13, 2019 at the O'Quinn Great Hall in the Alumni Center







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

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