

# COUGAR FIRST IMPRESSIONS



## ***VOLUNTEER TRAINING***

**August 14, 2019**



# COUGAR FIRST IMPRESSIONS



COUGAR FIRST IMPRESSIONS 2019

WELCOME HOME



COOGS HOUSE



# COUGAR FIRST IMPRESSIONS

## WHAT IS GOOD CUSTOMER SERVICE?

**Ordinary people  
Doing ordinary things  
Extraordinarily Well**



# COUGAR FIRST IMPRESSIONS



## 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**



# COUGAR FIRST IMPRESSIONS

**Be proactive—Offer directions!**

**This**



**Not This**





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## HAWK YOUR WARES!

**This**



**Not This**



# COUGAR FIRST IMPRESSIONS

**ESPECIALLY,  
HAVE FUN!**



# COUGAR FIRST IMPRESSIONS



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



# COUGAR FIRST IMPRESSIONS

**SO ROLL OUT  
THE RED CARPET!**



# COUGAR FIRST IMPRESSIONS

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

**Like This**



**Not Like This**



# 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.



# COUGAR FIRST IMPRESSIONS

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/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!



# COUGAR FIRST IMPRESSIONS



## **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



# COUGAR FIRST IMPRESSIONS



## **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 FIRST IMPRESSIONS



## 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**

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



# COUGAR FIRST IMPRESSIONS



**THANKS** for  
volunteering and have  
fun!

**Remember,**  
**Give our students**  
**a Tier One experience!**

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