**DOSE Principle of the Week:**

**Guest Service Philosophy**

Defining Our Pillars of Success

Every great organization that delivers outstanding service has a model or blueprint that they follow. In Residential and Hospitality Services, we aspire to deliver the same great service to our guests, but in a way that is unique to Residential and Hospitality Services and Michigan State University. Our formula for outstanding guest service can be referred to as our “Pillars of Success.”

“Inspired by our passion for MSU, we take pride in Delivering Outstanding Spartan Experiences (DOSE) in all we do and to all we serve.”

**RHS is committed to being a socially responsible organization that cares about the things that will affect this world’s future.** Thanks to the hard work of staff in all departments, the division was able to take on a variety of charitable endeavors this school year such as food drives, donating, to charity, and more. To see how RHS has lent a hand this year, click [here](#).

**The Big Ten Conference announced the Academic All-Big Ten honorees for the 2012 fall sports on Thursday December 6. In all, 78 MSU student athletes were honored over the Spartans’ seven fall sports. To learn more, click [here](#). Congratulations Spartans!**

**Michigan State Culinary Services is Spartan Green. They are committed to ensuring long-term sustainability by recognizing and reducing their impact on the planet. They are doing their part to close the loop on a sustainable food cycle. To learn more, click [here](#).**

**Happy Dewey Decimal Day, or rather Happy Birthday to its founder, Melvil Dewey. The American librarian who created the Dewey Decimal System was born today in 1851. Dewey was responsible for all revisions until his death in 1931, the system is still used in many libraries today.**

**Values and Victories**

Celebrate the accomplishments of 2012 with the entire division on Tuesday, December 18 from 9 a.m. to 11 a.m. in the MSU Union Ballroom. Values and Victories is sure to put a smile on your face, join in on all of the fun! Each department will be sharing fun presentations of their victories over the past year. Last year Vennie wore a clown wig, don’t miss out on what could happen this year!

**Today’s Weather**

35°/26° Cloudy

**IS Daily Events**

**SEAL Team Weekly Meeting**

10:00-11:00 a.m.

IS Conference Room 130

**RHS PCI Compliance Meeting**

3:00-4:00 p.m.

IS Conference Room 130