Enjoy these fun facts about the number 12:

- Only 12 people have ever walked on the moon.
- The Beatles released a total of 12 studio albums.
- There are normally twelve pairs of ribs in the human body.
- King Arthur’s round table had 12 Knights plus himself.

**GUEST SERVICE PHILOSOPHY**

“Our philosophy for guest service is anchored by our team members’ pride for MSU. Many of our team members have attended or graduated from MSU. Many of them have also lived in the greater Lansing area for many years or worked at MSU for several years. It is that unique bond between the University, the Division, and our team members that fuels the passion for serving each and every guest and creating a unique experience that truly shows what being a Spartan is all about.”

**Guest Service Guidelines**

- Seek out guest contact
- Greet and welcome each guest
- Display appropriate body language
- Anticipate guest needs
- Provide timely follow-up service

**Collegiate Merchandise Sale**

Today from 9 a.m. to 4 p.m., Gold Rooms A&B, 2nd floor, MSU Union

Shop early for the best deals, one day only, cash and checks are accepted. You’ll find MSU and other college clothing and spirit items at low prices. Mark-down deals throughout the day. YOU MUST CHECK THIS SALE OUT!

**Watch Your Step**

Avoid slip and fall accidents this winter.
- Clean spills as they occur and place “wet floor” signs over spills.
- Wear slip resistant, close-toed shoes.
- Use handrails on stairs and watch your step.
- Keep floors clean, if you see something that does not belong on the floor, pick it up.

**Looking to save on energy over the holidays?**

Here are some tips:

- Use LED Christmas lights or limit the use of Christmas lights.
- Open dampers in the bottom of the fireplace to reduce heat loss.
- Serve a simple meal to reduce energy lost by using the microwave and stove.
- Join the caroling groups to reduce heat loss of leaving the door open.

**Reuse!**

Want to know some great ideas on how you can reuse all of the Holiday cards you receive this year? Or what about wrapping paper, ribbons, and bows? Let MSU Recycling inspire you, here.

**Recipes 4 Health**

Looking for some healthy recipes to bring to your holiday parties? Check out the featured foods and recipes at MSU Health4U, here.

**Meet Your Chef!**

Chef Brian Kremkow, Executive Chef, South Neighborhood

Chef Kremkow has been with MSU for almost 17 years, he brings an experience that has focus on customer service and a passion for working with food. When asked why do you love being a chef, Kremkow answered, “I love learning from others and sharing what I’ve learned. I find that I learn something new almost weekly — whether it is from a prior, reading, or just feeling creative.” To learn more about Chef Brian Kremkow, click here.

**Weekly Web Team Meeting**

IS Conference Room 130
8:30 - 10:00 AM

**Comm Meeting**

IS Conference Room 130
10:00 - 10:45 AM