**Weather:**
High of 40°
Low of 33°
Mostly Cloudy

**IS Daily Events**
Weekly Web Team Meeting
8:30-10:00
IS Conference Room 130
Weekly PMO Meeting
1:30-2:30
IS Conference Room 130
Lync Policy Meeting
2:45-3:45
IS Conference Room 130
PMO SR Requirements Gathering Meeting
4:00-5:00
IS Conference Room 130

**This Day in History...**
February 15th, 1903

Morris Michtom put the first two teddy bears up for sale in the window of his toy store!

**MSU SPORTS Today!**
Women's Golf Regional Challenge
All Day @ Palos Verdes, Calif.

Swimming & Diving Women's Big Ten Championships
All Day @ Iowa City, Iowa

**DOSE Spotlight:**
Matt Edgley

Make these changes and run it by me again.

History suggests I have entered an infinite loop of making changes with no hope of finishing.

My life is a furious ball of nothing. And I'm not wild about the font.

**NEWS that Helps Us Understand our Guests**

Using NEWS to Exceed Guest Expectations.

**ASK YOURSELF...**

What are your guest’s...
- Needs?
- Wants?
- Stereotypes?
- Emotions?

What are some methods for collecting information about your guest’s expectations?

How can we exceed guest’s expectations?

Morris Michtom put the first two teddy bears up for sale in the window of his toy store!

Be sure to check out the new exhibit at the MSU Museum entitled, "It started with a Rock Collection: Charles Darwin, Geologist." Click here for more information!

This Dilbert comic pretty much sums up what it is like to be me.