DOSE Principle of the Week: Commitment to Student and Guest Experience

Every interaction we have with our guests gives us the opportunity to make a positive impression on our guests. Each impression impacts the reputation of our departments and division. That can make the difference in whether a guest decides to come back and do business with us.

“Customers expect your employees to know more about the products and services you sell than they themselves, as customers do.” – John Bush

Reminder: Today RHS Staff members are invited to a dining hall preview of The Vista at Shaw. The preview begins at 2:00 and lasts until 4:00 p.m. Enjoy samples and see the new dining venues!

Tips to Reduce your impact:

Most cars get their best gas mileage at about 60 mph. For every 5 mph you drive faster, fuel efficiency declines by about 7%.

Using hot water when doing laundry does not get your clothes any cleaner. Try using cold water and mixing loads to reduce electricity.

Happy Birthday to Karen Wood! We hope you enjoy your special day!

Spartan Sports

Men’s Basketball vs. Purdue Saturday, January 5 at 12:00 p.m. in East Lansing

Women’s Basketball vs. Penn State Sunday, January 6 at 2:15 p.m. in East Lansing

To see the schedule of all Spartan sporting events this weekend, click here.