Isolate Thunderstorms

9:00 AM – 3:00 PM
IS Training Room 115

10:30 – 11:00 AM
IS Resource Room 131

3:00 – 4:00 PM
IS Resource Room 131

Initiate a transformative, world class model of the residential experience with accessibility, sustainability and stewardship principles.

Last week, the Kellogg center was unable to process credit card information, which meant that the front desk could not process payments or check guests out. The iTeam worked hard to get this issue solved and Kirti Singh sent out a huge thank you to all of them!

Don’t Forget:
Today is the last day to register for the annual RHS team member golf outing! CLICK HERE to sign up!

Today at the Food Truck:
Enjoy their daily special: shredded chicken nachos with black bean salsa, MSU smoked cheddar cheese, diced tomatoes, green onions, and sour cream!

Time: 11 AM – 2 PM
Location: Lot 11 behind Olds Hall between the MSU Library and the Administration Building

FUN FACTS FROM BE SPARTAN GREEN:

• MSU has reduced greenhouse gas emissions by 14% from 2009-10 to 2011-12.
• The percentage of renewable energy use on campus increased to 2% from 2009-10 to 2011-12.
• In 2012-13, $10,000 was awarded to students to explore solutions to MSU’s sustainability issues.
• MSU is currently researching ways algae can be used to capture greenhouse gases.

Characteristics of a Positive Service Attitude
FROM HDI Support Center Analyst

• Taking ownership of the incident or service request and seeing it through to resolution
• Conveying empathy and sincere willingness to help
• Maintaining a positive attitude, especially in times of change
• Treating all customers with respect and courtesy
• Actively listening
• Referring to an incident as “ours” rather than “yours”
• Operating within business guidelines while assisting the customer