I am proud of my professional appearance, language, and behavior.

**Appearance**

First impressions are key! After all, you can’t get a second one! Having a professional appearance doesn’t just mean dressing professionally. It means having nice ink pens to offer clients to sign documents with, having clean hair, nails, and teeth, and being organized at your desk and in your briefcase!

**Language**

Language is also important when displaying yourself in a professional manner. This applies to both speaking and writing letters or e-mails. Always have a polite attitude and use correct grammar, with no slang. Recognize when you need to take more of a formal approach in your correspondence, as well.

**Behavior**

Professional behavior at work is important for creating an appropriate environment for the staff. Be comfortable, but not rude or offensive. Listen to others, and if you disagree with them, do it politely without yelling. Keep your emotions under control and apologize if you make a mistake.

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**IS Daily Events**

- **Front Desk Management/Help Desk Bi-Weekly Meeting**
  - 2:00-2:45
  - IS Resource Room 131

- **Digital Sign Advisory Group Meeting**
  - 2:00-3:00
  - IS Conference Room 130

- **Outlook Training Meeting**
  - 2:30-4:30
  - IS Training Room 115

- **Weekly SIG Meeting**
  - 3:00-4:00
  - IS Conference Room 130

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**Trivia Time!**

Congrats to Denise N. for winning yesterday’s DOSE Trivia Time Contest!

The question asked what level of LEED Certification the MSU Surplus Store and Recycling Center received.

The correct answer: GOLD, which is the second highest level possible!

Today’s question should be a good one for everyone to answer!

What year was Michigan State University founded?

- a. 1999
- b. 1765
- c. 1492
- d. 1855

CLICK HERE to e-mail Kathryn by 10:00am with the answer! All correct submissions will be entered in a drawing to win a prize!

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**IN THE NEWS: AMTRAK UPGRADE!**

MSU, the Capital Area Transportation Authority, and the City of East Lansing will all share in the use of a $6.48 million grant for upgrading the East Lansing Amtrak Station.

This will help to improve transportation from this fast growing station by a huge degree! For the full story, visit this link!

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**Get Ready for Some Coffee!**

The Wells Hall Starbucks won’t be the only one on campus in the fall! There will be a new one opening in the Business College Complex on Bogue Street! It will be operated by Culinary Services, as well.

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**Countdown to Spartan Football Season:**

38 Days!