Guest Service Guidelines

1. Seek out guest contact
2. Greet and welcome each guest
3. Display appropriate body language
4. Anticipate guest needs
5. Provide timely follow up service
6. Thank each guest

How to Anticipate Guest Needs

Be observant. Listen to what the guests are saying and look for any clues that pertain to what they might be looking for.

Look for reoccurring problems or questions and know to intercept with the answer or solution before it is brought to your attention.

Have resources for commonly asked information at the ready in a form or handout that the guests are able to carry with them.

Recycling Reminder!

Remember to recycle items such as...
- Sandwich, bread, produce, and frozen food bags
- CD and DVD cases and discs
- Medicine bottles and caps
- Laundry detergent bottles
- Clean aluminum foil
- Pizza boxes

Michigan Historical Museum

Located at 702 W. Kalamazoo Street in Lansing
Open Monday through Friday, 9 a.m. to 4:30 pm, Saturday, 10 am to 4 pm, and Sunday, 1 to 5 pm.

Exhibits of interest include...
The Old Ball Game – a look at the history of baseball with displays featuring uniforms and equipment
Plowshares into Swords – a look at how the Civil War affected Michigan
The First People – a look at Michigan’s past starting from the very beginning

Visit their website at www.michigan.gov/museum for detailed descriptions of these and even more exhibits!

IS Daily Events

Mobile Application Development
12:30-1:30
IS Conference Room 130

Outlook Calendar and Scheduling
3:30-5:00
IS Training Room 115

East Lansing Weather
79° | 62° F
Partly Cloudy

“Undertake not what you cannot perform but be careful to keep your promise.” – George Washington