**East Lansing Weather**
88° | 70° F
Thunderstorms

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**IS Daily D.O.S.E. - July 28th, 2011**

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**East Lansing Weather**
88° | 70° F
Thunderstorms

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**IS Daily Events**

**IS Staff Meeting**
9:00 – 10:00
IS Training Room 115

Laura King
10:00 – 5:00
IS Training Room 115

**Student Guidelines**
11:00-12:00
IS Conference Room 130

**Transaction Team Bi-Weekly Meeting**
2:00 – 3:00
IS Conference Room 130

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“Do what you do so well that they will want to see it again and bring their friends.” - WALT DISNEY

“If you make customers unhappy in the physical world, they might each tell 6 friends.
If you make customers unhappy on the Internet, they can each tell 6,000 friends.” - JEFF BEZOS

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**Greet Each Guest**

**Kudos!**
Kudos to Melanie McNutt, Denise Ngubeni, Larry Farmer, Mark Waters and Blake House for a job well done on the IS video presented at the RHS Fall Kickoff yesterday! Great work team!
Be sure to watch for the link to the video coming soon to the IS webpage.

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**Guest Service Guidelines**

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**9 Principles of Quality Customer Service**

1. Attracting new customers costs more than retaining existing customers
2. Customer service costs real money
3. Understand your customers’ needs and meet them
4. Good process and product design is important
5. Customer service must be consistent
6. Employees are customers too
7. Open all communication channels
8. Every customer contact is a chance to shine
9. People expect good customer service everywhere.

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**Happy Birthday, RICK ROGACKI!**
Have a great day!