Weekend Weather
East Lansing

Friday: 87°F | 66°F
Scattered Thunderstorms

Saturday: 88°F | 66°F
Mostly Sunny

Sunday: 89°F | 69°F
Mostly Sunny

Weekend Events for Everyone to Enjoy!

Car Capital Celebration
Saturday, July 30, 2011
9:00 a.m. – 3:00 p.m.
Adado Riverfront Park
Come out and enjoy classic cars from across mid-Michigan, as well as food and music!

The OPEN MARKET: Pie Days!
Saturday & Sunday, July 30 & 31
10am-4pm;12pm-4pm
205 Mason Street-Mason, MI
Check out this unique marketplace with crafts, collectibles, and homemade food, with this weekend’s theme centering around all-American pie!

Guidelines for Maintaining Relationships with Customers

• Remember names of customers
• Learn about them and ask questions to help relate to them on a personal level
• Listen and apply any suggestions that they make
• Keep lines of communication open
• Check in on customers after they leave to make sure they don’t have any further questions

Guest Service Guidelines

Way to go!

Congrats to Karen Wood for receiving the Top Performing Staffer Award for the month of July!
Thank you for all of your hard work and dedication!

MSU’s Commitment to Environmental Sustainability
MSU, along with 248 other schools, is participating in the Green Office Program. In a year and a half, about 46.7% of the units on MSU’s campus have been certified as green, with some offices reducing landfill waste as much as 55 percent! This puts even deeper meaning in the phrase, “GO GREEN!”

IS Daily D.O.S.E. – July 29th, 2011

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