I Immediately Own and Address Guest Concerns.

8 Rules for Excellent Customer Service

1. Answer your phone.
2. Don’t make promises unless you will keep them.
3. Listen to your customers.
4. Deal with complaints.
5. Be helpful – even if there’s no immediate profit in it.
6. Train your staff to be always helpful, courteous, and knowledgeable.
7. Take the extra step.
8. Throw in something extra.

AOP Starts Today!

Next year’s incoming freshmen are starting their orientation stays on campus this week!

Last year MSU welcomed 7,174 new freshmen to the university.

2011 One Book, One Community


Today is National Juggling Day!

Want to learn how to juggle?