**IS Daily D.O.S.E. – June 14th, 2011**

**East Lansing Weather**
74° | 53° F
Mostly Sunny

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**I Immediately Own and Address Guest Concerns.**

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**IS Daily Tasks**

- **Bboard Maintenance**
  10:00 – 11:00
  IS Resource Room 131

- **Titanium for New Developers**
  12:00 – 1:00
  IS Training Room 115

- **IS Team Leaders Meeting**
  1:30 – 2:30
  IS Conference Room 130

- **Discussing Visiting Scholars**
  2:30 – 3:00
  IS Conference Room 130

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**Happy Birthday, Courtney Vader!**
Hope you have a fantastic day!

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**Addressing Guest Concerns – Turning a Mistake into an Opportunity**

Studies show that a satisfied customer will tell 2-3 people about their experience with your company. However, an unhappy customer is likely to tell 8-10!

But here’s your opportunity - An unhappy customer can become a loyal consumer if you fix their complaint and do so quickly. 80% of these people will come back if they feel they’ve been treated fairly and helped quickly. This gives you the chance to transform your mistakes into returning customers -- the kind who will tell other people good things about you.

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**Detroit Tigers host the Cleveland Indians tonight to open a big three game series. Let’s see if the Tigers can take over the top spot in the division!**
First pitch is at 7:05 p.m.