RHS Strategic Plan Imperative:
Create student life by providing diverse spaces for globally minded, 24/7 student that is uniquely MSU.

“We need to give each other the space to grow, to be ourselves, to exercise our diversity. We need to give each other space so that we may both give and receive such beautiful things as ideas, openness, dignity, joy, healing, and inclusion.”
Max de Pree

Confidence in Customer Service
From HDI Support Center Analyst
Confidence communicates competence, which is why exhibiting confidence is so important. A customer will trust you to resolve an incident if he or she believes you are competent.

You can project confidence by:
- Speaking with assurance – do not be tentative, even if you don’t know the answer
- Speaking in a positive tone of voice
- Smiling and maintaining good posture
- Using available resources
- Documenting incidents accurately
- Admitting to what you don’t know without compromising the customer’s confidence
- Identifying the next step or steps needed for resolution
- Taking ownership of the request

Fruit and Veggie Month Tip of the Day
Spotlight: Cucumbers
Cucumbers contain most of the vitamins you need every day, just one cucumber contains 5 B vitamins, Folic Acid, Vitamin C, Calcium, Iron, Magnesium, Phosphorous, Potassium and Zinc! They also have many uses around the house and in the garden.

Happy Birthday, Denise Ngubeni!
We hope you have an awesome day!

Don’t forget to sign her card in the kitchen!