BASC News and Views August 2011

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Executive Director’s Corner

Welcome and welcome back! I’m always very excited about our summer Return To Work session. I love it when everyone comes back and we start to put all the summer planning into action! I also love the opportunity to meet and welcome all the new members of our team. For me, bringing our great long-time employees together with our exciting new team members at our Return To Work session is like a tree in spring time – revitalizing the strong trunk and branches with new growth and leaves.

BASC is a lot like a tree. We have a predictable cycle to our activities like the seasons. Our strong culture of outstanding customer care and service to the campus are the foundation for all of our activities like roots feed and sustain a tree. Each year we build on that strong culture to grow our people and our services to best fit the campus environment around us much like the shape of a tree is determined by the meadow or forest around it. For all of these reasons, we choose a tree as our logo.

Our logo is a symbol of who we are as an organization – it is part of our brand. It identifies the things we do and it conveys a message about what customers can expect when they interact with BASC team members. People on campus know that BASC is here to support the initiatives of the campus and to provide a positive experience with each interaction. When people on campus see our logo, they expect the BASC Touch. They expect it for good reason – because they know that’s how we do business!

The BASC Touch is about engaging members of the campus through positive interactions. It happens hundreds of times every day because we have a great team delivering great services. Like a tree, our services have new growth every year on every branch. That means new team members and new products and services. We will introduce our new products and services beginning at the Return To Work meeting and our photo above includes a couple of our new team members – one proudly wearing the Tree TOPS (they are introduced later in this issue or in the last issue).

I am very proud every time I see our symbol because it reminds me of the many, many ways in which we enhance the community of The College at Brockport and the experience of every student. I wear it with pride and hope you do too.

Looking forward to a TOPS-notch year!

Diane

Through the Tree Tops – The Beginning of the Story

The BASC logo, affectionately named Tree TOPS (tree for the obvious and TOPS for our values), represents who we are as an organization.

Why a tree? Like a tree in the forest, BASC is part of a larger community – the College community. And like many fruit-bearing trees, BASC gives back to the College, both financially and through our services. The swirls in the image represent our four core values and the leaves symbolize the key services we deliver. An uplifting, whimsical, and fun image, it sparks good feelings – echoing BASC’s vision to provide a positive experience during each and every interaction with the campus community. BASC has strong roots on this campus, a long history of serving and supporting the College. In fact, our organization celebrated its 60th anniversary in 2010! BASC values being a good steward and understands that, just like a tree, we must take great care of our resources so that we may continue to grow and prosper for generations to come.

But this is just the beginning of the story. Each person will see BASC represented in a slightly different way through this image. Check out Among the Tree Tops on page 2 to see Larry Hueser’s story.
Among the Tree TOPS is a new section of the News & Views that will be used to spotlight our employees. This segment will highlight how employees are living the BASC brand everyday by role modeling our values of team, organizational integrity, passion for excellence, and stewardship.

Hopefully, this segment will also help us to get to know one another, too. So many of us are living the BASC brand and doing some pretty cool things—both in and out of work.

Our first employee to get to know is Larry Hueser, full-time utility worker at Union Square Food Court. This August Larry will celebrate his 30-year anniversary of working at BASC.

Larry lives our values every day. From doing what needs to be done even if it’s not part of his “job” (TEAM) to respecting others by being especially quiet on his deliveries to Tuttle where he knows classes are taking place (ORGANIZATIONAL INTEGRITY) to always trying to go a step above to please our customers (PASSION FOR EXCELLENCE).

Larry also has a tremendous commitment to being a good steward. As a utility worker, one of Larry’s primary responsibilities is to help manage the food coming and going out of Union Square Food Court. Larry is well-known for coming up with some pretty creative and delicious pizza recipes. Larry doesn’t want food to be wasted, so he’ll look at what items we have a surplus of and create a recipe using those items. Chicken, Bacon, Ranch Pizza, a customer favorite, was one of the recipes that Larry developed initially as a means to use up some supplies on hand. This is a great example of being a good steward of our resources.

Outside of work, Larry is doing some pretty cool things to help our community, both locally and in other parts of the country. He’s a regular volunteer at Camp Good Days and Special Times at Keuka Lake in Branchport, NY. He’s also been on three mission trips—one to Alaska, one to Oklahoma, where he helped to build dorms for the Oaks Indian Mission, and he traveled to New Orleans where he helped after Hurricane Katrina.

Larry develops meaningful relationships with people across campus. It’s not surprising that his favorite part of working at BASC is getting to interact with the people of the campus community.

BASC Welcomes Jennifer Ashbaugh

Jennifer Ashbaugh is the Conferences and Events Director. In this role, Jennifer is responsible for planning, organizing, coordinating, and implementing campus-wide events, including Commencement. In addition, Jennifer is responsible for maintaining the campus master calendar and scheduling system and overseeing the operations of summer camps and conferences.

Jennifer is an alumna of The College at Brockport with a bachelor’s in Communication Studies. She returns to her alma mater with ten years of event coordinator experience, most recently serving as Associate Director of Constituent Relations and Special Events at the Rochester Institute of Technology in the department of Development and Alumni Relations. Prior to her experience at RIT, Jennifer was the Senior Conference Manager at the University of Rochester in the department of Conferences and Events.

In her free time, Jennifer enjoys spending time with her family, friends, and her six-year old Schnoodle, Raleigh. Her hobbies include running, cycling, yoga, watching movies, reading, and traveling.

BASC is confident that Jennifer’s leadership, knowledge, and experience will prove to be great assets in event and conference planning. Please join BASC in welcoming Jennifer to The College at Brockport.
This semester’s employee contest will take place October 3 – December 9, and employees will play for BASC apparel! Each week during the contest there will be a TOPS Tip of the Week centered around our core values. Random team members will be asked what the tip is each week by a member of the senior staff. When a team member knows the tip they score a point for their team. At the end of the contest, the team with the most points will receive BASC hoodies. Runner-up prizes will be long-sleeve t-shirts and honorable mentions will receive a short-sleeve t-shirt. Teams must earn a minimum of three points to be eligible for prizes.

The following are the teams for the contest:

- Team 1 – Parking and Transportation Services, Bookstore, Bakery, Catering, and Conferences and Events
- Team 2 – Brockway
- Team 3 – Harrison
- Team 4 – Union Square and kiosks
- Team 5 – TRAX, Eagle’s Nest, and Café @ College Suites
- Team 6 – Business Office and Administration

We’re soliciting ideas for the TOPS Tips. If you have a tip you’d like to share, fill out the TOPS Tip card in your Return to Work packet and return it to Anna Hintz, Brockway Hall. If your tip is used, you’ll receive a BASC mug.

Good luck!

Our thoughts and prayers go out to the following people as well as their family and friends:

- Linda Lotze whose father-in-law passed away mid April.
- Barb Carpenter whose mother passed away late July.

To the friends and family of Terry Hoover who passed away in late July.

McAllister King, Tricia Miller, Carl O’Connor

Our thoughts and prayers go out to the following people as well as their family and friends:}

**Conferences and Events**

BASC Conferences and Events along with Dining Services teamed up to deliver big results for a record number of groups this summer. Dana Yaw, Dining Coordinator for the Group Cares conference commented:

“I serve as cafeteria host for the camp. In that position, I worked closely with McAllister King and Tricia Miller. Working with these individuals and their staff was a pleasure. It was obvious that they are true professionals that display a passion for their jobs. Everyone was willing to make an extra effort to make the camp a great experience for all. As a result, it was very easy to take care of my responsibilities for the camp.”

Carl O’Connor, Summer Operations Manager took the initiative to throw a surprise birthday party for our biggest group, Empire State Girls, on the occasion of the BASC 60th anniversary. He teamed up with McAllister and Tricia to host the event in Harrison. All 400 participants and counselors were wowed by the extra effort and the group promised to return to Brockport for the next five years. Tricia’s custom culinary masterpiece, a cake in the shape of New York State, was literally the icing on the cake for this deal.

Another thanks to Cathy Legacy and her Brockway team, the Union Square team and Garnishes’ staff for serving up great meals and getting their share of compliments too. A special thanks to a great Summer Camps staff: Kate Feeney, Jared Morgan, Emily Marullo, Neil Simpson, Yoter Workamahalu and Noah Wilson for going above and beyond to serve our guests 24/7 all summer long.
Welcome to new BASC Dining Service employees and welcome back to all returning employees. I trust you had safe summer whether you were vacationing and enjoying time with family and or you were working on campus.

As part of my new responsibilities as Director of Operations, I am excited to be championing our Dining Service Safety Program. Over the summer we worked to refocus this program. Our safety goals for Dining Services are twofold:

1. Reduce qualifying accidents by 20%.
2. Have fewer than 38 lost time days.

Our emphasis will be on:

1. Prevention of burns.
2. Prevention of cuts and lacerations.
3. Prevention of slips, trips and falls.

These three types of accidents made up the majority of accidents reported last year. Emphasis will be placed on training student employees as this classification of employees had nearly 50% of all reportable accidents last year.

It makes sense to be a good steward and practice safe work habits. Employees who stay healthy at work receive a full paycheck and are able to take care of themselves and their family.

Work place safety is every employee’s responsibility. Full and part time employees as well as student managers are responsible to mentor and train student employees. You are required to report safety hazards immediately and to report ALL accidents to your supervisor as well as work together to determine the root cause of any reportable accidents.

Each unit’s team plays a critical role in working together to keep our facilities safe. There will be periodic safety inspections conducted by me and your unit manager, and daily safety tips posted and discussed in all units. Our Safety Committee will continue to be an active part of our safety educational process and accident prevention.

Last, but not least, as part of our refocus Safety BINGO has a new twist. Now through August 31 Safety BINGO will not be played and we will concentrate on education and training. On September 1 Safety BINGO begins for all dining employees. Non-dining employees will no longer participate in Safety BINGO.

The semester will be broken into three periods, each focusing on the prevention of specific reportable accidents: September 1 - 28 will focus on burn prevention, September 29 - October 26 will be cut and laceration prevention, and October 27 - December 21 will be slips, trips and falls prevention. When a qualifying accident happens in the specific area of focus, Safety BINGO stops and is not played the remainder of the period. Safety BINGO will resume the following period. If a qualifying accident happens, but is outside of the specific area of focus, the game ends and a new game will start the following day. Safety BINGO prize amounts will start at $75 and go up to a maximum of $300.

Here’s to a safe semester!

Gary Stevens
Director of Operations
BASC Welcomes New Executive Chef

BASC is pleased to announce Richard Reynolds as our Campus Executive Chef for Dining Services. As you’ll recall, the creation of this position is part of the plan to implement the overall dining vision: providing a program that meets the needs of the College community as reflected in our high customer satisfaction and participation, and the nearer term vision: to allow our culinary expertise and passion for food to radiate to our customers who feel the care in each and every recipe.

Richard believes in our vision and has vast experience in the five strategies outlined to achieve this vision: Value, Culinary, Wellness, Facilities, and Efficiency. His background includes over twenty years of management and leadership experience in food and beverage service for hotels, conference centers, award-winning restaurants, and country clubs. He is a trained Executive Chef from The Culinary Institute of America (CIA).

Most recently, Richard served as the Executive Chef/Food and Beverage Director for the Woodcliff Hotel and Spa where he’s worked for thirteen years. During his tenure he was a member of the Executive Committee that helped to earn the hotel a five star diamond award in 2009. The Woodcliff Hotel and Spa was among only a handful of hotels outside of New York City to receive this prestigious award.

Richard resides in Fairport with his wife, Kathryn, and daughter, Hilary. In his free time, Richard enjoys photography, gardening, and building bird habitats.

Richard’s leadership, knowledge, and experience will be great assets as we move forward in our implementation of the Dining Service strategic plan. You may contact Richard at richard.reynolds@basc1.org

New Smoke-free Policy Begins!

The Task Force for the Smoke-free Campus Policy, which included Bev Ludke, is pleased to announce that it is now in effect. This new policy states that smoking is prohibited on the campus except for parking lots A and D-1. This new policy applies to everyone on campus including BASC employees.

Along with this new policy are smoking cessation programs and “how to quit tobacco” information. There are also opportunities to learn self-management strategies for working in a smoke-free environment.

The College at Brockport was recipient of the 2010-2011 Breathe in Life Award! Brockport was chosen because of the new campus policy and our commitment to creating a healthier community.

We appreciate your cooperation of this policy as having a smoke free campus is all part of the Healthy Campus Initiatives at the College. If you would like more information on smoking cessation opportunities you can email smokefree@brockport.edu or contact Bev at x2652.

View the entire article at www.brockport.edu/eagle.

Parking Updates and Reminders

Parking and Transportation Services (PTS) is pleased to report that First Transit will be the campus shuttle provider for the coming year. First Transit is an expert in the industry with a reputation for providing outstanding customer service on campuses throughout the country.

Eagle Run, the shuttle name, will have a new look and feel with buses tailored for The College at Brockport. Look for Eagle Run Shuttle Stop signs throughout the campus and surrounding community.

The primary change in the route schedule will be more frequent stops between parking lots and buildings on campus. Eagle Run will circle the campus and College Suites twice each hour Monday – Friday, 7:30 am – 10 pm. The schedule still includes shopping runs and stops in the central business district of Brockport Thursday, Friday, and Saturday evenings. On alternating Saturdays Eagle Run will travel to east Rochester and the Greece Ridge Mall. Transportation will also be provided before and after each major school break to the primary travel hubs in Rochester. Off-campus stops require riders to show their College Eagle One ID card when boarding.

Make sure to obtain your parking permit for the fall semester.

Stop at the BASC Human Resource Office on the first floor of Brockway Hall for the Vehicle Registration Form.
Administrative Announcements

Betty Drennen had a great time in Las Vegas where she soaked up sun and memories during the wedding of her son Andrew Yacono to Jennifer Schenk. Congratulations to all.

Brockway Blurbs

Brockway would like to welcome our new executive chef Richard Reynolds. We look forward to a great future of collaboration!

A big thank you to all summer staff who came together from other units to feed all of the summer programs. We had such a successful summer because of you. A special thank you to Kathy Clark, Lloyd McCauly, Mark Kinsey and Bill Lemcke for their hard work and dedication. Also thanks to Laurie Magliocco, Dominique Christopher and Jess Marks for covering our manager shifts.

Welcome back to all of our students, student managers and staff, and welcome to our new employees. We hope you had an enjoyable summer!

Catering Crumbs

Congratulations to Kristine Perry who gave birth to a baby girl on May 17. Riley Mae Quinn Perry weighed in at 8 lbs, 5 oz.

Congratulations to Patty Sorel who is going to become a grandma in September!

Harrison Highlights

Harrison would like to welcome Jess Marks to the management team. She is the new service manager and comes to us from TRAX.

Harrison would also like to welcome Adam Wilcox as the full-time floater.

We wish Sarah Plain the best in her quest to hike Pikes Peak in August.

Thanks to the Harrison staff for working during Empire Girls. It was a great success.

McAllister King, wife Nicole, and their son McAllister King III, AKA “Mini Mac” are excited to welcome a daughter to the King family in October. She will be nicknamed “Small Fry”.

Parking Pebbles

Thank you to our student employees Steve Sonnleitner and Danielle Russell for all of your assistance this summer.

A special thanks to Joan Consler and Nancy O’Connor for all of their assistance in the new software testing and interface development.

TRAX Tidbits

TRAX is excited about starting their pizza delivery pilot program this fall. We thank the team ahead of time for your efforts towards making this a success.

We wish Rhonda Hurd a quick recovery from her surgery she had over the summer.

We wish Jess Marks well as she embarks on new endeavors at Harrison. We will miss you on our team, but know you will do great things at Harrison as well.

Congratulations to Dominique Christopher who is getting married to Tyler Scaccia in September.

Union Square Scribbles

Linda Marshall and Larry Hueser are back from the trip of a lifetime. They traveled with their church to Alaska where they taught Vacation Bible School. Larry is also using one of his vacation weeks to volunteer for Camp Good Days and Special Times.

Dan Robillard is looking forward to his trip to Africa where he will work in a hospital and an orphanage. He will be gone for two weeks in August. We will miss you!

Laurie Magliocco is excited for the upcoming wedding of her daughter Kathie. She will be married on September 17 at the Esperanza Mansion on Keuka Lake.

Linda Marshall’s nephew is moving back to the area with his wife and daughter. Linda is excited about having the opportunity to spend time with her grand-niece.

All of Union Square would like to wish Muriel Dodson well in her retirement. She is looking forward to spending time with her family and “just plain relaxing.” Best of wishes and we will surely miss you!
What's New in Dining?

Dining Services is all about meeting our customers’ needs. We’ve been working hard all summer to deliver some exciting new offerings this fall.

First, Dining Services has a renewed focus on culinary because we understand that it’s all about the food. As part of this renewed focus, Dining Services has brought Certified Executive Chef Richard Reynolds on board. Richard will be working and interacting with both customers and employees in our kitchens across campus. Brockway Dining Hall has hired Cody Butlin as their Assistant Manager/Chef. Cody has an associate’s degree in culinary arts and a bachelor’s degree in business administration. Also new to the Dining team is Jennifer Butcher, Assistant Manager at TRAX. Jennifer has experience in banquet management and customer service, having worked at both the Rochester Plaza Hotel, and most recently, Wegmans.

Union Square Food Court has a new shop. It’s called The Spoon and it’s a self-serve cereal bar. This warm and inviting space feels like your kitchen at home. Here’s how it works: select a container (snack size or meal size) and fill it with whatever cereal and topping combinations you like. Add milk or leave it dry. The price is by container size. It’s that simple! We think students will find this new shop to be convenient, affordable, and because it’s cereal, it’s delicious any time of day.

TRAX is piloting a delivery program. Available seven days a week, TRAX will deliver select menu items to MacVicar, McFarlane, McLean, and Thompson Halls. Visit basc1.org for their complete delivery menu and hours of service. Acceptable forms of payment include Dining Dollars, Easy Money, and credit cards.

Minor renovations to Harrison Dining Hall have been made to improve traffic flow. The deli has been moved to the north end to provide more space for both the deli and American stations. We think this minor change will result in big impact in terms of traffic flow.

Garnishes is rolling out new menus focused on convenient and affordable pick up options for both students and faculty and staff. Learn more at garnishescatering.com.

Dining Services remains focused on supporting an overall lifestyle of eating for wellness with its continuation of the Great Plate program in both Harrison and Brockway Dining Halls. All food items are labeled red, yellow, or green, indicating their general nutrition values. Red items are high in fat and calories and low in nutrients, while green items are high in nutrients and low in fat and calories. Yellow items are somewhere in the middle – you get the idea. The Great Plate provides a visual for the ideal meal, comprised primarily of green foods, then yellow, and a small amount of red, emphasizing that it’s all about balance, variety, and moderation. This tool has proven helpful as students navigate their way through the abundant choices in the dining halls. Encourage students to participate in our Great Plate Challenges scheduled throughout the year for chances to win great prizes!

Look for Health Happy specials offered regularly at Union Square Food Court and the cafes across campus. Items labeled Health Happy will be a more nutritious option and will support an overall lifestyle of eating for wellness.

As always, Dining Services has a fantastic year of promotions and special events planned. Kicking it all off will be our themed dinner at Brockway and Harrison Dining Halls on September 15 where we’ll celebrate our favorite decades as part of the Homecoming festivities. Brockway Dining Hall will throwback to the 70’s and Harrison will (for many of our students) be a reminder of their childhood with a 90’s celebration. Back by popular demand, Union Square will offer Green Light Specials Monday – Thursday, 2 – 6 pm. Eagle’s Nest Convenience Store and TRAX on the first floor of Harrison Hall will be giving away free samples every Tuesday, 1 – 2 pm. Stay informed of all of Dining’s special events and promos by subscribing to our Google calendar at basc1.org.

With so many exciting new offerings in Dining Services, we’re looking forward to a great year ahead!
End-of-the-Year Celebration

Happy Birthday!

The following employees will celebrate a birthday this fall:

**September**

- Linda Eichas
- Kevin Craig
- Joanne Jordain
- Linda Marshall
- Kelly Pratt
- Frank Smith
- Patricia Rowley
- Danielle Armentano
- Kirsten Haas
- William Kilburn
- Liz Morrow
- Christine Passarell
- Kathleen Pharoah
- Alecia Tripi

**October**

- Ken Bonczyk
- Cody Frost
- Mark Gardner
- Carmen Lopez
- Ryan Stevens
- Tim Walsh
- Wendy Applegate
- Amanda Catherwood
- McAllister King
- Denise Phillips
- Deborah Rockow
- Sharon Woodley

**November**

- Michele Brown
- Paige Doerner
- Joan Grossman
- Dennis Iannone
- Steve Osborne
- Sharon Porter
- Desta Walker
- Linda Webber
- Sheila De Vos
- Fran Frisbee
- Steve Hagadorn
- Kelly Mahoney
- Patricia Palermo
- Stephanie Palmer
- Channon Stratton
- Marianne Torres

Contribute to N & V’s

Email your items to anna.hintz@basc1.org or kelly.bodine@basc1.org. You can also drop them in the News & Views envelope located in your unit. The next News & Views deadline is November 21, 2011. The News & Views is also available at www.basc1.org (select the employees link.)

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