BASC News and Views August 2014

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Welcome back!

I hope you are enjoying your summer and are ready to make 2014-2015 BASC’s best year yet! As I mentioned at our year end event, 2013-2014 was devoted to determining what path we need to take to achieve continuous improvement so that we can consistently surprise and delight our customers. During this journey a number of key initiatives were identified to accomplish this:

- The rebranding and refresh of Union Square to The Square
- The opening of Subway in Seymour College Union
- The renovation of the Harrison seating area
- Garnishes’ new and improved website
- A new Eagle One ID Card mobile app that allows students to access their meal plan, Dining Dollars and Easy Money accounts in real time
- A renewed emphasis on educating our customers on nutrition and healthy dining options
- The implementation and eventual roll-out of a new campus-wide event scheduling software program
- A mobile-friendly campus shuttle locator that allows riders to see where the shuttle is along the route in real time so they will never miss the shuttle again

As the management team identified and developed these initiatives we never lost sight of the fact that BASC’s path to success is YOU, our team members! You are our greatest asset and it is imperative that we formally acknowledge our commitment to you in writing with our Employee Promise:

Executive Director Dana Weiss

To our team members we promise to provide meaningful work, fair wages, the tools for success, and a supportive work environment that is reflective of our company values and provides opportunity for growth and development.

The entire BASC management team is committed to fulfilling the Employee Promise. As part of this I am happy to announce that we have enhanced our benefits by adding an Employee Assistance Program (EAP), which you’ll hear more about at the Return to Work Meeting; we have updated and enhanced our employee safety program; and our Customer Connection program will continue to grow and evolve. Additionally, I encourage you to keep us informed - we want to and need to hear your
Fall is such an exciting time of year—a time when we welcome a new incoming class of students and welcome back our returning students. It’s the perfect time to do what we do best: connect with our customers. “Serving you best by knowing you first.” is more than just our motto, it’s the way we meet or exceed our customers’ expectations and deliver outstanding service.

Over the summer our dining management team did some work to reinforce our customer-centered culture. We created an employee promise that publicly states our belief that our people are our single greatest asset in achieving our mission and vision. It also includes the following statement: To our team members we promise to provide meaningful work, fair wages, the tools for success, and a supportive work environment that is reflective of our company values and provides opportunity for growth and development.

To that end, we are pleased to be conducting our second round of Connection Specialist classes August 6 and 8. Our ultimate goal is to have every full and part time employee certified as a Connection Specialist. Stay tuned for information about future classes.

Our management team also worked to create a list of 10 service standards to help identify and communicate what great service looks like. These service standards will serve as the foundation for our customer service training and evaluation.

We are currently seeking members for our Continuous Improvement Team. We were able to make great strides last year toward reinforcing our customer-centered culture, but there’s always more we can do. Join the team and help to make recommendations to continuously improve our program. The group meets for an hour about three times a semester. Please contact Anna Hintz at 395-2530 or anna.hintz@basc1.org if interested.

Due to the success of “Caught in the Act of Caring” last semester and upon recommendation from the Continuous Improvement Team, this will become our official team member recognition program this year. It will work just as it did in the spring—team members can get caught caring about each other, our customers, or our company (including safety). Once caught, a pin is presented and the team member is entered to win a monetary award in the semester drawing.

Industry members are taking interest in our customer service model. Cathy Legacy and Anna Hintz presented the work that our team did last year at the National Association of Auxiliary Services (NACAS) East Conference in June and will present again at the NACAS Annual Conference in October. As we know, delivering great customer service is critically important to what we do and adds tremendous value to our stakeholders. However, our organization would not be able to achieve success without the very best people on our team working hard everyday to make a positive impact. To each of you—thank you, you’re making a difference, keep up the great work!

Lisa DiClemente from Brockway Dining Hall was “caught in the act of caring” about her student customer, Ashley Gutierrez, last semester. Lisa made such an impact, that Ashley invited Lisa to attend the EOP Award Dinner where she was being recognized since her parents could not attend. WOW — that’s the power of a positive connection! Thank you Lisa for making a difference!!!
Executive Director Corner cont.

ideas and concerns. Without your input we cannot keep the Employee Promise.
As I look ahead I am convinced that together we will make this BASC’s best year yet! Who knows, maybe that #1 ranking will be coming back home to Brockport in 2015.

Here’s to a great year!

Dana

Conferences & Events

The Office of Conferences & Events welcome both new and familiar faces to the College this summer with high school commencements and ten summer programs!

Highlights of this summer’s many camps and conferences included Doug Varone & Dancers, the USAPA Indoor National Pickleball Tournament, Youth Belong Here University, and many more. The three high schools that held their ceremonies in the SERC House of Fields have already scheduled next year’s dates for commencement! Special thanks to Cathy Legacy, Cody Butlin, Sarah Carrillo, Michele Brown, Jean Gilman, Jermaine Toppin, Frank Smith, Tyler Wallis, McAllister King, Tricia Miller, Erik Jones, and Jess Marks-Forder for volunteering to help make these graduation ceremonies a great success.

June 29 marked the summer residency of the first ever Nike Volleyball Camp. The campus welcomed 30 girls of all ages as they took part in a strict schedule of intensive training. On July 2, families of the girls were invited to watch them showcase their newfound skills.

Another new group on campus this summer was NY/USA Wrestling. The top wrestlers from New York state came to campus to prepare for “the premier youth event in the United States,” the USA Wrestling Cadet and Junior National Championship in Fargo, North Dakota.

A big thank you to all departments and offices across campus who helped make summer programs a success: Dining Services, Business Office, Campus Recreation, Classroom Technology, Facilities & Planning, Garnishes Catering, Parking and Transportation Services, Residential Life, and Student Union and Activities. We also couldn’t function without the commitment of our fantastic team. Thank you to Jeff Collins, Mijana Coric, Jonathan Lottes, Courtney MacMurdo, and Rich Sigal for all of your hard work.

As we look forward to next year, we are very excited to announce that the campus will be hosting the 2015 Special Olympics New York State Summer Games June 5-7!

Conferences & Events is also excited to be part of the implementation of a new campus-wide room scheduling and event management system, EMS by Dean Evans and Associates. We’ve been working on this project to replace the current software system, Ad Astra, for almost two years and are looking forward to participating in the roll-out. Thanks to Dana Weiss and Steve Miller for spearheading this major campus-wide initiative and to Kelly Tufano for taking the departmental lead.

Parking Updates

Parking and Transportation Services (PTS) has had a busy summer and welcomes everyone back!

Various parking lots were given a facelift including the sealing and restriping of Lots C, L, O, P, T, Y, and Tower Fine Arts. Lot S went under some major repairs and will be back open for the start of the semester.

Lot W, which was under construction last year, has been reopened with additional handicapped spaces.

Beginning in the fall, the campus will also offer reserved parking spaces to employees and commuter students driving low emitting, fuel-efficient vehicles. A rating guide listing qualifying vehicles can be found at brockport.edu/parking. These reserved spaces can be found in Lots Q, P, W, S, and T. A separate permit is not required to park in these spaces.

As a friendly reminder, don’t forget to purchase and display your parking permit by the first day of classes, Monday, August 25. Visit the PTS table at the Benefits Fair during the Return to Work Meeting for more information on how to obtain your permit.
Administrative Announcements

Congratulations to Jeff Collins and Kelly Bodine for representing BASC in the Chase Corporate Challenge.

Congratulations to Deborah Ferris’s daughter, Noelle, who graduated from Byron-Bergen High School. She graduated ninth in her class and will be attending Word of Life Bible Institute in Schroon Lake, NY in the fall.

Brockway Blurbs

Our deepest sympathy to Scott Connelly and his family for the loss of his step-father.

Congratulations to Peggy Turlington in her role as Shift Supervisor.

Congratulations to Erik Jones in his new role at The Square as the Subway Supervisor.

Brockway would like to welcome Jess Marks-Forder. We are looking forward to having her be a part of our great team!

Conferences & Events

Welcome to Mark Gardner, as the new Director of Business Opportunities & Event Management.

Welcome to Lynda Sikorski who has been appointed the new Office Assistant.

Harrison Highlights

Congratulations to Kathy Clark’s granddaughter who plays soccer for the Brockport Blizzards. They won the big championship this summer! Harrison would like to congratulate and welcome Dick Mondy as Unit Manager, Tyler Wallis as Chef Manager, and Lloyd McCauley as Shift Supervisor.

We want to thank everyone for their hard work on another successful Empire Girls State.

Harrison is looking forward to revealing a newly renovated dining room.

Congratulations to new student managers: Brian Benjamin, April Benson, James Hynes, and Clarice Oscher.

We would like to wish McAllister King and Jess Marks-Forder great success in their new positions.

We are looking forward to another exciting year at Harrison!

Eagle’s Nest and TRAX Tidbits

TRAX welcomes Dick Mondy and Frank Smith as part of the new management team.

Thank you to those who helped out serving the Empire Girls State in Harrison Dining Hall.

Congratulations to Kris Bonczyk on the successful completion of his degree in accounting.

We would like to welcome our new student managers: Abby Caswell, Lynea D’Aprix, Davina Jones, and Mollie Schwartz.

It’s going to be another great year at TRAX and Eagle’s Nest! Welcome back to all!

Kinetic Kafe Kahoots

Congratulations to Chris McCauley who was appointed the new shift supervisor at Kinetic. We are excited to have you on board!

The Square Scribbles

Welcome back Desta Walker. We are glad you are feeling better.

Congratulations to Sarah Plain’s son, Noah I.M. Plain, who graduated from Albion High School and will be entering Monroe Community College for sport management. His all time goal is to be an athletic director.

Congratulations to Jermaine Toppin’s daughter, Alexandra Barker, who graduated from Brockport High School and will be entering the Criminal Justice program at Monroe Community College. She also hopes to be on the MCC swim team.

Welcome back McAllister King and Laurie Magliocco to The Square, formerly known as Union Square. Get adjusted quick we are ready to rock and roll!

Good luck to Jermaine Toppin, now overseeing Kinetic Kafe. We will miss you.

Congratulations to Erik Jones for being promoted to the Subway Supervisor!

Good luck to Frank Smith over at TRAX and Eagle’s Nest. You will be missed!

Linda Marshall would like to thank everyone that sponsored her for the MS walk. The K-crew raised over $1,600. Linda and her daughter, Kelly, thank everyone for their support.

Parking Pebbles

Joan Consler would like thank everyone that wished her well on her retirement. She is looking forward to summers off, extra time with her grandkids, and her favorite hobby -
Our thoughts and prayers go out to the following people as well as their family and friends:

**Frank Smith** for the loss of his uncle who passed away in May.

**Dennis Iannone** for the loss of his mother who passed away in May.

**Anna Hintz** for the loss of her grandfather who passed away in June.

**Denise Phillips** for the loss of her brother who passed away in June.

**Scott Connelly** for the loss of his step-father who passed away in July.

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**Employee Facebook Group**

Make sure to join our BASC Employee Facebook group to stay updated on the latest events and news from BASC. Log in to your Facebook account and search www.facebook.com/groups/BASCemployees/. Then click to ask to join the group.

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**Get Involved!**

There are lots of ways for employees to get involved this fall. On September 11, employees may wear red, white, and blue in memory of September 11, 2001. The campus will celebrate Spirit Week the week of September 15 leading up to Homecoming weekend. Stay tuned for details on how you can participate. BASC will be supporting breast cancer awareness in October by providing ‘Think Pink’ t-shirts for employees to wear along with jeans for a nominal donation on the following dates: October 3, October 10, October 20, and October 27.

Then in November BASC will be participating in the Presents for Residents gift drive for Beikirch Nursing Home. More details about this program and how employees can get involved will be provided later in the semester.

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**BASC E-News**

Make sure to check your Brockport email for our newly created BASC E-news! Our Continuous Improvement Team suggested that we publish a short newsletter in between our News & Views each semester to help keep our team members informed about all that’s happening. Since the spring pilot of this e-news was such a hit, we are planning to send it weekly! This newsletter will be emailed to BASC employees and a hard-copy will be posted in each unit.

If you wish to use your personal email instead of your Brockport one, please contact Char Charles in Human Resources at x2752.

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**Condolences**

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

**Allyn Simon**, **Felissa Lulkin**, **Deanna Kessler**, **Miranda Park**, and **Braden Orcutt**.

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**Save the Date**

Homecoming Weekend is September 19 - 21. This weekend is full of dining and catering events.

All employees should plan on working this weekend. Stay tuned for more details.

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What's New in Dining

Members of the Dining Services team have been working hard all summer to bring some exciting new offerings for the campus community this fall.

First, the food court in the Seymour College Union is undergoing a refresh and is being renamed “The Square at the Union.” Construction continues and we’re hopeful that it will be complete by the start of the fall semester. The project includes Subway joining the array of shops and will be positioned on the south side of the food court (where KFC and Mexican Connection were) with direct access from the dining area.

The remaining food court is also receiving an update. The former sandwich area, Lindee’s, will be a hand-tossed salad shop called Sprouts. The current pizza shop is expanding its menu to include flatbread pizzas in addition to traditional style pizza with extra large slices and will be renamed Pizzaz. Roots will be called The Port and is being transformed into a station with seasonal options including hot entrees and sides. Vegetarian selections are being incorporated into each shop’s menu to provide additional variety. The Union Grill will remain with a few updates to its menu.

Updates are being finalized at Aerie Café in the library to accommodate additional traffic that is anticipated from the opening of the new Liberal Arts Building this fall. Changes are aimed to improve speed of service and enhance variety.

At Harrison Dining Hall, new furniture has been installed to maximize seating potential and provide additional seating style options for our customers.

New this semester, students with Android and Apple smartphones can now download an Eagle One Card app to manage their account including their meal plan, Dining Dollars, and Easy Money. Users can view what meal plan they are on and their account balances. Money can be added to their Dining Dollar and Easy Money accounts right from the app. Also, the Eagle One Card can be deactivated or reactivated from the app—a cool feature if your card is ever lost.

Dining Services has another year full of exciting and fun special events and promotions planned. Kicking off the 2014 fall semester will be a grand opening celebration for The Square. Customers can sample free food items from the new shops, enter to win a grand prize, and spin the Dining Wheel of Fortune for coupons and prizes. The fun continues with a “Take Me Out to the Ballgame” themed dinner at both dining halls on September 24, “To Your Health” specials in our retail locations October 22 - 28, “Love at First Bite” on Halloween in the dining halls (watch out for the vampires!), Pirates of the Port in November, and much more. Stay informed of all of Dining’s special events and promos by visiting our calendar of events at basc1.org/eventcalendar.

Speaking of websites, Garnishes Catering launched a new site this summer featuring its updated menu and beautiful pictures. Check it out at garnishescatering.com.

Dining Services remains focused on supporting an overall lifestyle of eating for wellness. We continue to assist those with food allergies and intolerances and label for the 9 most common allergens in the dining halls. In addition, we’ve added iPads linked directly to Nutrition Tracker in The Square, both dining halls, and Kinetic Kafe to provide customers with convenient access to nutrition information for the foods we serve. (Nutrition Tracker is also available from any smartphone by visiting basc1.org.) We’re also adopting the government’s MyPlate nutrition awareness program instead of using our former Great Plate program. This will allow us to build on the foundation of knowledge college students already have from being exposed to MyPlate in K-12. Each month we will feature a MyPlate theme to help promote healthy eating habits. Look for MyPlate labels on food items in the dining halls that align to the month’s theme. Special “Nutrition Talks” events and videos are being planned throughout the year to assist students in developing a lifestyle of wellness. To learn more about MyPlate visit myplate.gov.

It’s shaping up to be another fun and exciting year in Dining Services! We’re looking forward to welcoming the new incoming class and welcoming back our returning students.
Safety in the work place is every team member’s responsibility. Our safety program is built on a cohesive team in each unit working together to keep our facilities safe.

There are individual and collective benefits to practicing safety in the workplace. From an individual perspective, 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.

We’ve created several safety policy reminders and will be talking about these throughout the semester in our weekly e-newsletter and daily line up meetings to help keep them top of mind.

These reminders include:

1. All employees working with, operating, and cleaning knives, tomato slicers, food processors, automatic slicers, buffalo choppers, and any other sharp-bladed pieces of equipment are required to wear a cut resistant glove. Do not leave knives or equipment unattended in a pot and pan sink.

2. To prevent injury from lifting, store heavy loads on lower shelves and racks, use a ladder or step stool for any load that must be reached or placed on a rack higher than shoulder level, and get help if necessary, especially when a ladder is involved.

3. To prevent accidents to customers and team members clean and mop all spills immediately and put wet floor signs in place. Always walk (do not run) cautiously in the kitchen and wear closed-toe safety footwear.

4. To prevent accidents due to steam and heat, keep potholders and oven mitts dry. Damp potholders will transfer heat from the pan right to your hand. Lift lids away from your face when opening from a pot or pan. Steam is very hot and can be completely invisible. Always ask to be trained before using any piece of equipment which you are unfamiliar.

5. To prevent contamination and food borne illness, wash your hands for 20 seconds with soap and warm water and change your gloves after you handle raw food or any time your gloves become soiled or contaminated.

6. Any accident, injury, and unsafe incident from customers and team members must be reported immediately to a supervisor.

Our safety committee will be an active part of our safety educational process and accident prevention. If you are interested in serving as your unit’s safety representative, please inform your manager.

Throughout the coming year, team members who go above and beyond to practice good safety can be “Caught in the Act of Caring.” Team members are encouraged to nominate those who are role modeling best practices so that they can be recognized.

Thanks in advance for your diligence. Here’s to a safe year!
Happy Birthday!

The following employees will celebrate a birthday this fall:

**September**
- Joanne Jordain
- Mijana Coric
- Kelly Pratt
- Will Kilburn
- Patricia Rowley
- Adam Hughes
- Matthew Moran
- Frank Smith
- Lee Wallis
- Patricia Rowley
- Will Kilburn
- Linda Eichas
- Cynthia Hoffmeier
- Linda Marshall
- Dylan Phillips
- Kathleen Pharoah
- Kayla Candella

**October**
- Kris Bonecky
- Kevin Landahl
- Kevin Derrane
- Mark Gardner
- Shane Partiss
- Lynea D’Aprix
- Sam Lotzow
- Brienne Lynn
- Ken Bonecky
- Denise Phillips
- April Benson
- Taylor Ransom
- Amanda Catherwood
- Mackenzie Rounds
- Carmen Lopez
- Elaina Mancuso
- McAllister King
- Sharon Woodley
- Debbie Rockow
- Geremy Rheinwald
- Jessica Sainz
- Wendy Applegate
- Cassie Wolfanger

**November**
- Diane Jenks
- Desta Walker
- William Giese
- Josh Whiteman
- Joan Grossman
- Pat Palermo
- Sharon Porter
- Payge Carlin
- Fran Menendez
- Steve Hagadorn
- Dennis Iannone
- Michele Brown
- Anthony Geraci Jr.
- Anthony Perdigao
- Marianne Torres
- Channon Stratton
- Steven Osborne

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**End-of-the-Year Gathering**

Come join your fellow BASC colleagues for the Rochester Red Wings vs. Durham Bulls game at Frontier Field on **Tuesday, August 12**. We have great seats behind home plate! Tickets are FREE for employees and $9.50 for each guest. Call **Ralph Eisenmann** for tickets at 395-5213.

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**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 7, 2014**. The News & Views is also available at www.basc1.org (select the employees link.)

Editor: Anna Hintz
Graphic Design: Kelly Bodine

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Serving you best by knowing you first.