BASC News and Views February 2015

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Greetings,

As I write this, we are well under way with the spring semester and despite the frequent snow and extreme cold BASC is off to a great start thanks to all of you!

As you may already know, the campus will be conducting the SUNY Student Opinion Survey (SOS) starting this month. I believe we are well positioned for both the Bookstore and Dining Services to score favorably and perhaps for Dining to regain our #1 status as long as we:

#1. Keep up the Good Work!
The customer service you provide each and every time you interact with our customers is key to making their experience great.

#2. Make this year’s Customer Appreciation Week (2/16-2/20) the best one yet!
We have great customers and it is important that they know how much we appreciate their business.

Will Dining once again be ranked #1? We won’t know until the SOS survey results are released next fall. However, it is also important to remember there are many other ways we gauge our success. Most notably is the annual NACUFS Customer Satisfaction Survey that we administer each year. We use this survey to identify our strengths and weaknesses and then set goals to improve in specific areas. The NACUFS survey enables us to measure our performance year over year and to benchmark against our peer institutions. I know that you will be hearing a preview of this year’s results from Anna in the Customer Connection piece on page 2 and I am sure you will be quite pleased with her report!

Although surveys are important, I believe the most important measure of our success cannot be easily captured by statistics. For me our measure of success is apparent every day when I observe the interactions you all have with our customers and students. I know that we are achieving our vision of providing a positive experience each and every time we interact with the campus community when I see the relationships many of you have built with our customers, especially our student customers. The connection with our students is apparent when I

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As our annual Customer Appreciation Week wraps up, it’s a great opportunity to reflect on how important our customers are to our organization—both current and prospective customers. Our students have choices when it comes to where to go to school. We play an important role, not only in their initial decision, but also in their overall experience once they’re on campus. The College has two Open House dates scheduled this semester - March 28 and April 11. These Open Houses are aimed to help accepted students make their final college selection. Let’s do what we do best and help show these students what a great place Brockport is by providing that positive experience each and every time we interact with them!

As a customer-centered organization, customer satisfaction is a key measurement of our success. We recently received the results of the National Association of College and University Foodservice (NACUFS) Dining survey that was conducted in November, and are currently reviewing the report and plan to share more detailed information in the April News & Views. As a preview, the results look very positive with overall satisfaction improving over last year. In addition, we’ve made good progress in key areas that are important to our customers including—value, the availability of healthy menu choices, and the availability of dining hall seating. That’s all good news and a result of our team’s dedicated efforts!

The National Association of College Stores (NACS) Bookstore survey is slated to take place the week of March 30. Similar to the NACUFS survey, this tool allows us to measure customer satisfaction and to benchmark not only against our own scores year over year, but also to industry averages.

The other survey taking place on campus this spring that relates to BASC is the Student Opinion Survey (SOS). This is the survey that allows us to see how our services (Dining and Bookstore) rank among all SUNY schools and is only conducted once every three years. The survey is scheduled to start the week of February 23 and will wrap up by Spring Break. This is our time to shine and leave a positive lasting impression with our customers.

Equally important to customer satisfaction is employee satisfaction and this too is a key indicator of our organization’s success. Similar to last year, we will be polling team members after Spring Break to measure employee satisfaction. This brief, 10-question poll is completely anonymous, and the information collected helps us to gauge how each of you feel about working for BASC.

We look forward to sharing the results of all of these measurements related to both customer and employee satisfaction in the coming months.

While our official Customer Appreciation Week is coming to an end, let’s make it a point to thank our customers throughout the year for choosing Brockport and giving us the opportunity to provide great services while they’re here!
Call for Employee of the Year Nominees

This is our annual opportunity to celebrate our employees who live our motto of “Serving you best by knowing you first.” The BASC Employee of the Year awards are intended to recognize regular hourly employees who exemplify the BASC values - Teamwork, Organizational Integrity, Passion for Excellence, and Stewardship. The winners of these awards are chosen by an employee committee. Anyone in BASC can nominate an hourly employee in good standing from any of the BASC operations - Dining, Bookstore, Business Services, Conferences and Events, or Administration. Think about all the great things your co-workers do. We want everyone to know about the best-of-the-best, so if you have someone in mind please consider making a nomination!

The nomination forms can be found online at basc1.org in the employee section or hardcopies are available in each unit office. The deadline to submit a nomination is Wednesday, March 25 and nominations should be sent to the BASC Human Resources Office, attention Charlotte Charles. If you have any questions contact Char at 395-2752.

Welcome New BASC Employees

Since the last News & Views issue in December, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:

- Sarah Ritchie - Bakery
- Ambrose Wagner - Subway
- Alice Cushman - TRAX

Retirement Plan Individual Meetings

On February 25 and March 4, 2015 representatives from Oneida Wealth Management will be available for individual participant meetings to discuss any questions you have regarding your retirement accounts. Please see your unit's administrative assistant or call Char Charles at 395-2752 to schedule an appointment.

ED Corner cont.

hear you addressing them by name, when I see a student stopping to chat with you to share their achievements and disappointments because they know you care, and at the holidays and the end of a semester when I see students giving you cards to thank you for making this their home away from home.

When all is said and done this is the true measure of our success—knowing that we have contributed to the success of the student population and thus have fulfilled our Mission, corporate and entrepreneurial organization that delivers key services with integrity and efficiency to foster Student Success, and enhance the quality of life and support the strategic initiatives of the College.

Thank you again for all you do every day to enable BASC to fulfill this mission!

Dana

Save the Dates!

Tuesday, May 19 - End-of-the-Year Employee Gathering
Friday, June 5 - Sunday, June 7 - Special Olympics New York

Condolences

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

Patty Knapp for the loss of her father in December.

Tyler Wallis for the loss of his grandmother in January.
Administrative Announcements

Jean Gilman would like to thank all employees who helped to organize, shop, wrap, bake, and deliver during our second annual Presents for Residents program. It was another great success with many thankful residents. Jean is forever grateful, as are the residents!

Job well done to Jim Taylor, Tyler Wallis, and Chris McCauley for revamping and executing the new student manager orientation in January.

Cathy Legacy has accepted an invitation to be a judge on the NACUFS Loyal E. Horton Dining Awards committee. She will be traveling to the headquarters in Michigan this April and hopes to bring back some good insights into how BASC can win more of these awards in the future!

Brockway Blurbs

Congratulations to Sharon Sailer on her retirement. You will be missed! Welcome aboard to Vader Clay and Dan Austin - great additions to the Brockway team.

Conferences & Events

Conferences and Events is sad to see Lynda Sikorski leave her position here but happy to see her transfer to the Business Office. We know she will take over many responsibilities and continue to help improve our Good-e-Pax program.

We are excited to announce the return of Monica Dailey who rejoins BASC and the Conferences and Events department as our Event Coordinator. Kelly Tufano has worked hard for the past several months in a major leadership role with Steve Miller in the EMS implementation. Together, they are showing the campus community how the new system works to collaboratively manage events in a more seamless manner.

Jeff Collins is busy coordinating our busiest summer ever with several new groups, including the Special Olympics State Summer Games, which will bring nearly 2,000 visitors to the campus. This is the largest group we’ve welcomed in years and BASC employees will have many opportunities to be a part of this campus-wide, historic event.

We’ve made some much needed office changes over the winter break. It’s more customer-friendly and inviting. Come visit us!

Harrison Highlights

Harrison would like to congratulate Anne Smith on her new role as a part-time floater.

Members of the Harrison team would like to wish Josh Whitaker a speedy recovery. We miss you and hope to see you back soon!

Harrison would like to welcome Dan Ortiz as our newest addition to the student manager team.

Congratulations to Tyler Wallis and his wife on the purchase of their new home!

Kathy Pharoah is one proud grandmother. Grandson, Vincent Casarez, was undefeated in the modified division for wrestling at Victor High School.

Thank you to everyone for a successful opening of another semester. Your efforts never go unnoticed.

Kinetic Kafe Kahoots

Be sure to wish Chris McCauley a happy belated birthday as he turned another year older on February 6.

Darlene Sietmann has welcomed a new addition to their family, a new nephew! Nathaniel was born on February 4 at 3:51 am.

Congratulations!

Jermaine Toppin would like to thank all of you who sent well wishes, prayers, cards, and words of encouragement during his emergency medical time off. He is back and in great spirits!

Subway Specifics

Subway had their best week in sales this past month. We are fortunate to have such a great team who is proficient and attentive to our customers. Keep up the great work.

The Square Scribbles

Welcome back Mary Lotzow. It’s good to see you back at Jitterbugs.

Come check out the new carpet at The Square if you haven’t already. It now looks complete.

We welcome Ambrose Wagner to the Subway team.

Sarah Olds is expecting her first granddaughter on March 22. Sharon Engle’s daughter, Dana, and her husband, Lee, had a baby girl! Hannah weighed in at 6 lbs., 12 oz.

Congratulations!
The Faculty/Staff Campaign is the College’s annual fundraiser for student scholarships. This year our Executive Director Dana Weiss is a tri-chair of the campaign. The campaign goal is to achieve 100% participation among our faculty and staff. No donation is too small!

As a fun way to participate in the Faculty/Staff Campaign BASC is once again offering Denim Dollar$ for Scholars. This is an opportunity to wear jeans on four select days in March for a minimum $1 donation per day to the Faculty/Staff Campaign. The Denim Dollar$ for Scholars dates are March 6, 13, 23, and 30. Participate just one day or all four!

Participating employees may designate a particular scholarship for their donation (i.e. Sandra Mason Scholarship, Ed Kumar Scholarship) if they choose. Otherwise donations will go to the general student scholarship fund. Donations must be received prior to each designated day in order to participate.

To help the College reach its goal of 100% participation, each unit will track participation. We hope you’ll consider donating – every dollar counts and goes towards helping our students finance their education. Please see one of the following people to make your donation and receive a “Denim Dollar$ for Scholars” sticker to wear for each day.

- Sarah Plain - The Square/Subway/Hartwell Café/Jitterbugs Café
- Mary Crumb – Harrison/TRAX/Eagle’s Nest
- Chris McCauley - Kinetic Kafe/Aerie Café
- Michele Brown - Brockway
- Jean Gilman - Administration
- Patty Sorel - Catering
- Ken Bonczyk - Bakery

Thank you to everyone who helped support “Presents for Residents.” As a result of your tremendous generosity, each of the Beikirch Nursing Home residents in Brockport received a gift this holiday season. The team of BASC employees who personally delivered the gifts to each resident on December 19 saw first hand the joy that giving can bring.

We recently received some heart-warming thank you cards from some of the residents at the nursing home that expressed their gratitude for our efforts. They wanted each of you to know what a difference your act of kindness made in their lives this holiday season!
Student Employee Scholarship Reminder

Any student applying for the B&N College Bookstore/BASC or the Pepsi/BASC student employee scholarships, needs to have their application completed by March 1, 2015.

Information regarding these scholarships is available at basc1.org under Student Employment.

Don’t forget to spring ahead before going to bed Saturday, March 7 for daylight savings time.

Scholarship Opportunities for BASC Relatives

There are two scholarship opportunities available for students related to a regular BASC employee—the Ed Kumar Scholarship and the Sandra Mason Scholarship.

The Ed Kumar Scholarship provides financial assistance to a child or grandchild of a current full-time employee in the Division of Administration and Finance at The College at Brockport (including BASC).

The student must be accepted for enrollment as a freshman or transfer student at The College at Brockport.

The Sandra Mason Scholarship provides financial support for a child or relative of a current or retired employee of BASC, including the College Bookstore. The student applying should have demonstrated academic achievement and either leadership qualities or community service.

More information about the Sandra Mason Scholarship is available at basc1.org under the Employees tab.

Applications for both scholarships are accepted online via Academic Works at https://brockport.academicworks.com. The deadline for applications is March 1, 2015.

NACAS Student Author Contest

Check out this great opportunity for our students and student managers to reflect and write about the ways that BASC has impacted their college experience. Any student employees that are interested should go to nacas.org for rules and details.

There’s a first, second, and third place cash prize reward. Hurry, the deadline for this contest is March 1, 2015.

$500 cash prize
$300 for 2nd place
$200 for 3rd place

Topic: How auxiliary services has influenced my college experience
Deadline: March 1, 2015
For details and rules, visit www.nacas.org
At BASC, we value safety and make it a key priority. In an effort to keep safety top of mind this semester we are focusing on a different safety topic each month. January and February are focusing on the prevention of cuts, March will feature burn prevention strategies, and April and May will highlight ways to avoid slips and falls.

A number of initiatives have been or are in the process of being implemented this semester that demonstrate our commitment to safety, and specifically, the prevention of cuts.

- Each Unit will be receiving posters to hang in high traffic work areas that emphasize safety points related to each month’s theme.
- Cut resistant gloves are available to members of dining team.
- At the recommendation of the Safety Team, magnetic knife racks (identified as a possible safety hazard) are being removed and replaced by skirted knife holders.
- Lastly, dining units are working to provide knife skills training to student employees company-wide.

In January, student managers BASC-wide received more in-depth information on our safety program as part of their Orientation. Student managers participated in training that consisted of a review of BASC policies related to safety, a presentation that covered best practices for preventing cuts, amputations, burns, slips, trips, and falls, etc. Student managers also learned about MSDS/SDS and how it relates to safety and they discussed and reviewed what to do in an emergency situation that involves building evacuations.

The role of the Safety Team is to review operating practices and make recommendations to improve safety in the workplace. Safety Team members include:

- Team Advisor – Ken Bonczyk
- Team Leader/Kinetic Kafe – Jermaine Toppin
- Brockway - Michele Brown
- Catering - Patty Sorel
- Harrison - Lloyd McCauley
- Human Resources - Char Charles
- Maintenance - Steve Osborne
- The Square - Larry Hueser
- TRAX - Sonya Moyer

Feel free to talk with any member of the Safety Team if you have ideas or recommendations for improving workplace safety. The next Safety Team meeting is scheduled for February 24, 2015.

As a reminder, team members can get “Caught in the Act of Caring” about safety in a number of ways. Consider offering a tip or suggestion to improve safety in your unit.

Remember - safety doesn’t happen by accident!

ServSafe

Congratulations to the following team members who recently completed their ServSafe Level 1 certification:

- Wendy Applegate
- Mike Ellinwood
- Josh Elsenheimer
- Gabby Gross
- Ame Escoffery

Also congratulations to the following team members who were recertified:

- Marianne Torres
- Scott Connelly
- Gina Maclaren
- Sean Foley
- Kristine Perry
- Kevin Derrane
- Christine Passarrell
- Jim Taylor
- Chris McCauley
- Laurie Gurnett
- Larry Hueser
- Fran Menendez
- Liz Morrow
- Pattie Rowley
- Amanda Catherwood
- Sarah McInerny
- Randy Sherwood
- Cindy Smith
Happy Birthday!

The following employees will celebrate a birthday this spring:

**March**
- Cathy Legacy
- Janine Barry
- Cathy Legacy
- Janine Barry
- Mary Tarbrake
- Robert Bretz
- Cindy Smith
- Patty Knapp
- Sareth Stolfa
- Janine Barry
- Sareth Stolfa
- Cathy Legacy
- Janine Barry

**April**
- Tricia Miller
- Bev Ludke
- Steve Miller
- Erin Van Dorn
- Kim Johnston
- Chase Sopulean
- Kathy Clark
- Caleb Butcher
- Sarah Plain
- Tricia Miller
- Bev Ludke
- Steve Miller
- Erin Van Dorn
- Kim Johnston
- Chase Sopulean
- Kathy Clark
- Caleb Butcher
- Sarah Plain

**May**
- Dylan Conway
- Andy Fogg
- Cody Butlin
- Heather Packer
- Joseph Muoio
- Austin Warner
- Steve Stoll
- Patricia Torres
- Luis Rodriguez-Hernandez
- Dylan Conway
- Andy Fogg
- Cody Butlin
- Heather Packer
- Joseph Muoio
- Austin Warner
- Steve Stoll
- Patricia Torres
- Luis Rodriguez-Hernandez

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**Holiday Fun**

Contribute to N & V's

Email your items to kelly.bodine@basc1.org. You can also drop them in the News & Views envelope located in your unit. The next News & Views deadline is **April 17, 2015**.

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**Connection Specialists**

Congratulations to the following team members who recently completed their Connection Specialist certification:
- Paul Brundage
- Mike Ellinwood
- Joshua Elsenheimer
- Tony Geraci
- Gabby Gross
- Kim Johnston
- Will Kilburn
- Mark Kinsey
- Cathy Legacy
- Laurie Magliocco
- Chris McCauley
- Joseph Muoio
- Gail Pfeffer
- Denise Putt
- Darlene Sietmann
- Steve Stoll
- Pat Torres
- Kelsey Wadhams
- Desta Walker
- Adam Wilcox

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The News & Views is also available at basc1.org (select the employee link.)

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Serving you best by knowing you first.