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BASC News and Views August 2008

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Executive Director's Corner

Welcome Back!

I hope everyone is having a great summer and is as excited about the fall as I am. I am delighted to introduce to you our new Human Resource Director **Bev Ludke**, and our new Marketing Assistant **Kelly Bodine**. You will have a chance to meet them at the Welcome Back Orientation meeting on August 7.

I can't believe what a busy summer it has been on campus as we get ready for the fall. In addition to hiring Bev and Kelly, we have been implementing our sustainability plan, conducting summer programs, completing capital improvements, updating menus and replacing all the vending and laundry machines on campus.

One of the other things we have done this summer is update our mission and vision statements. A mission statement describes the purpose of an organization – why it exists. A vision statement describes what an organization looks like when it is living its mission. I'm very excited about our new vision statement - BASC provides a positive experience each and every time we interact with the campus community.

What does that mean to each of us? How do we positively impact the people we touch on campus? I can think of so many examples I've observed in just the past year!

- **Chris Swift** in parking assisting a

campus visitor find a parking space

- **Wendy Fritz** in the bookstore helping an ailing parent find her child's books
- **Denise Phillips** at Brockway greeting each student as he or she enters
- **Desta Walker** in Jitterbugs knowing the drink orders for her regulars
- **Mary Tarbrake** and **Dan Cater** who were selected by their peers for their contributions to our customers

Each one of these members of our team positively impacted someone else with the service he or she provided. They all demonstrated "the BASC touch"! We all understand customer service and demonstrate it every day. The BASC touch is more than that. It is that little something extra that we provide that makes the



Beverly Ludke, Diane Dimitroff, and Kelly Bodine

College at Brockport a very special campus community. And, it is the secret to our long term success. BASC already positively impacts the campus environment and that happens through each of you. We make the campus feel like home for our students. Our service to the faculty and staff supports academic excellence and student success. We want to continue to ensure that everything we do and everything we touch is positively impacted. We want every member of the campus community to recognize the BASC touch when they see it!

I'm looking forward to seeing you on August 7 and continuing this conversation. I'm hoping you will return this fall as excited about BASC as I am and ready to demonstrate the BASC touch!

Diane

BASC Mission

BASC is an innovative and entrepreneurial organization that delivers key services with integrity and efficiency to foster student success, enhance the quality of life and support the strategic initiatives of the College.

BASC Vision

BASC provides a positive experience each and every time we interact with the campus community.

WHAT'S INSIDE...

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Smitty Gives 35 Years of Dedicated Service

Mike Smith, better known as “Smitty,” is going on his thirty-fifth year of committed service to Brockport Auxiliary Service Corporation (BASC) at The College at Brockport. Who knew that after graduating from Brockport in 1972, he would continue on by giving back to the College over the years? Brockport is even where he met his wife **Laurie!**

Smitty embarked on his career as an assistant cook at Harrison Dining Hall. Initially when he began, there were only three dining halls on campus - Dailey Hall used to be one of them! Smitty later worked as a warehouseman for the Commissary where he then moved into the Maintenance Department. Since then he has been giving dedicated service to the employees and customers of BASC.

Smitty was, and still is, full of pleasurable amusement on campus. Back in the day Smitty, **Jimmy ‘O’**

Ostema, and **Ken Bonczyk** use to enjoy taking their lunch breaks outdoors on the back dock of Harrison. Since this was considered leaving the building, they decided that eating on the roof of Harrison Hall was more suitable. Smitty also once honored our former Executive Director **Sandi Mason** by dressing up on Halloween with an impressive blonde wig.

In the late 1980s, Smitty moved into a managerial position within BASC, formerly known as the Faculty Student Association, or FSA. Here he was given an array of challenging assignments, which he took head-on. From his immeasurable amount of experience and

knowledge of BASC, he has provided leadership for many major renovations. These include Union Square Food Court, Aerie Café, Jitterbugs, Hartwell Cafe, and Courtside.

No job has ever seemed too small for Smitty. Often times you will see him under machines performing repairs and taking on jobs himself. He is very conscientious of his role in customer service and to the operating

units. Everything he has done, he has done well.

On behalf of everyone at BASC, we give Smitty an enormous thank you for the faithful service he has provided for 35 years, and we look forward to many more.



Mike Smith

BASC Welcomes New HR Director

BASC welcomes **Ms. Beverly Ludke** as our new human resource director. As the director of outsourcing services for Providium, Beverly has provided BASC with human resource support since May.

Beverly has over twenty-five years of experience in management and human resources. Her previous work experience includes 15 years with Catholic Charities in progressive roles ranging from director of human resources to executive vice president. She has also served as an independent human resources consultant, manager of Excellus Blue Cross/Blue Shield of Rochester, vice president of human resources at Newark-Wayne Community Hospital and has

held human resource positions at Park Ridge Hospital.

Beverly’s areas of expertise include benefits and compensation, employee relations, and human resource best practices. She is a College at Brockport alumnus, holding both her bachelor’s and master’s degrees from our institution. Beverly is also certified as a senior professional in human resources. Please join us in welcoming Beverly to our campus community.

Human Resources Has Moved!

They are now located on the first floor of Brockway Hall.
They also have a new fax number:
395-2663

New Marketing Assistant

BASC welcomes **Ms. Kelly Bodine** to the newly created marketing assistant position within the organization. Kelly is a recent graduate from SUNY Oswego with a bachelor’s degree in public relations and a minor in arts management.

Her previous work experience includes an internship with Career Services at SUNY Oswego and another with Eric Mower & Associates. During these experiences Kelly put her classroom knowledge to use designing marketing materials, organizing media kits, and writing press releases all aimed at promoting specific department objectives. We are excited to have Kelly join our team.

Safety

Spotlight

Safety Tip of the Issue: *Prevent Food Spoilage*

What is spoilage and pathogenic bacteria?

Spoilage bacteria are microorganisms too small to be seen without a microscope. They cause food to deteriorate, resulting in unpleasant odors, tastes, and textures. Spoilage bacteria causes meats, fruits, and vegetables to become slimy and soggy with a foul smell. Since you can notice the spoilage most people would choose not to eat the food. If consumed though, chances of becoming sick are minute.

Pathogenic bacteria are what can cause illnesses. They grow rapidly between the temperatures of 40° and 140° F, also known as the “danger zone.” They generally don’t affect the taste or appearance of the food. But, if the food is left out too long at unsafe temperatures it could be dangerous to eat. Some examples of pathogenic bacteria include E. coli and salmonella, which can lead to food poisoning.

How does bacteria spoil food?

There are different spoilage bacteria and each reproduces at specific temperatures. While most reproduce rapidly in the “danger zone,” some can grow at low temperatures in the refrigerator or freezer. In fact, bacteria can grow anywhere they have access to nutrients and water.

Tips to prevent food poisoning

- Food needs to be kept one of two ways - hot or cold. This is because the bacteria that cause spoilage and food poisoning grow best when the food is luke warm. Foods that need extra attention include seafood, raw poultry, foods with a base of eggs such as mayonnaise, and breads.
- Make sure the temperature in the refrigerator is 40° or under. It is best to have a visible thermometer for the fridge, and check it often.
- Keep shrimp, lobster, and such in the refrigerator on ice. It is best to place the seafood on top of ice that is in a colander so when it melts it can drain properly.
- Before refrigerating a hot dish, leave it in a cool spot with the lid ajar. If you put a hot dish in before it cools, it will warm up the fridge endangering surrounding food.
- As soon as you have served a stuffed bird, such as a turkey, remove the stuffing so it can cool down faster.

Safety Representatives

Maintenance

Mike Smith (Smitty)

Harrison

To Be Determined

TRAX

Frank Smith

Brockway

Dan Cater

Union Square & Kiosks

Larry Hueser

Bakery

Ken Bonczyk

Catering

Patty Sorel

Dining Service Office

Patty Knapp

Administration Office

Vernon VanSkiver

Serve Safe Trainer

Dick Mondy

Safety Report

Below is the breakdown of accidents since April 14, 2008:

Burns (3), Cuts (2), Falls (1), Contusions (2), and Other (1)= 9 total accidents

Congratulations to our latest Safety BINGO winners: **Nick LaFaro** (\$200), **Gary Miner** (\$200), **Jonathan James** (\$100), and **Kathy Pharoah** (\$50).

Sources: <http://www.fsis.usda.gov>; <http://www.premiersystems.com>

BASC Roles Out Sustainability Plan

BASC is committed to being a good campus environmental steward. This is evidenced through various company practices already in place – from buying local to recycling to incorporating energy efficiency upgrades in the recent Harrison renovation project to using eco-friendly disposable products in retail dining operations to sponsoring a walk/bike week event to selling t-shirts in the Bookstore that support sustainable employment in sub-Saharan Africa.

To further our commitment to environmentally responsible action, BASC has developed a three-year sustainability plan that focuses on education, waste minimization, and energy reduction. As part of the plan, here's some of what you can expect this year:

- Educational meal in both dining halls focused on zero waste.
- Implementation of faculty/staff rideshare program in collaboration with College Human Resources.
- Company-wide participation in Recyclemania.
- Educational efforts around textbook adoptions and non-print alternatives.
- Reusable bags for sale at the bookstore and other retail locations.
- Customer focused recycling program.
- Reduction in the use of polystyrene.
- Implementation of a reusable mug program.
- New energy-star vending and laundry machines.
- Implementation of a bike borrowing program.
- Development and implementation of a shut-off schedule for equipment during down time.

Bike Borrowing Program

Welcome Center & Parking Services in collaboration with Residential Life & Learning Communities introduces *Brockport's Fast TRAX*, a campus bike borrowing program.



Here's how the program works: bikes are available at the Conrad Welcome Center (more hubs are being added soon) for use up to 48 hours at a time. The program is free to students and \$10 a year for faculty/staff. The bikes may be signed out by showing your Eagle One ID card and completing a brief form. Each bike is issued with a lock and helmets are available. There are several different sized bikes to choose from including: *The Ninja*, *Hi-Ho Silver*, *Fast Eddie's*, the *Green Machine*, and the *Screamin' Eagle*.

Check out this convenient transportation alternative. It's easy, healthy, cost effective, and green!

Change in Laundry Program Brings Benefits

After an extensive bid process and months of research, BASC has decided to follow a trend that other SUNY auxiliaries have started and self-operate the campus residential laundry program. (MacGray was the previous contracted provider.) As a result, new machines have been purchased through MacGray while BASC's maintenance department will service the machines. Installation is currently underway, with August 15 as the expected completion date.

This change in the residential laundry program brings exciting benefits. First, the residence halls are being outfitted with brand-new Maytag, energy-star, front-load washers and

dryers, providing the campus with considerable energy and water savings. Second, just as students enjoy outstanding customer service in other BASC operations, they will now benefit from that same level of service in the laundry program. BASC will be utilizing *SchoolDude*, a Web-based reporting system that will allow 24/7 reporting of service issues.

The business planning completed earlier this year indicated that our corporation's future success depends on two key deliverables - maintaining high levels of customer service and generating additional revenue through profitable operations. These changes in the laundry program will

help us meet these objectives. In addition, we have changed our organizational structure to create a new management position that will oversee laundry and focus on similar business development opportunities. This reorganization will help us to effectively deliver on our goals.



Culinary Team Wins Bronze in National Competition

Dining Service's culinary team comprised of Executive Chef **Joe-Buttons**, Assistant Manager/Chef **Tricia Miller**, and Catering Chef **Sean Foley** earned national recognition by medaling in the American Culinary Federation (ACF) Competition on Friday, June 20, 2008. This contest was held during the 14th annual Tastes of the World Chef Culinary Conference at the University of Massachusetts, Amherst.

Each team competed for bronze, silver, and gold medals by preparing a four-course menu using market basket ingredients and limited equip-

ment under strict time allotments. The College at Brockport team prepared cioppino (Italian fish stew), a salad of chilled fresh pasta with seared duck breast and marinated root vegetables, Tuscan pork chops with polenta crostini and autumn fruit compote, and for dessert – panna cotta, an Italian dessert made with cream, milk and sugar. They earned 30 points out of a possible 40, securing a bronze medal.

Executive Chef Joe Buttons said, "It was an awesome experience that we'll remember for a very long time."

New Vending Partner

BASC is pleased to announce that Loose Ends Vending Inc. has been awarded the vending contract for The College at Brockport. This new contract brings some exciting benefits including all new energy-star rated machines, great product selection, new MetroCenter machines that accept Easy Money and offer the latest in cold food merchandising, and \$5,000 in scholarships for BASC student employees.

It is anticipated that these new energy-star refrigerated beverage machines will save the campus 1,700 kilowatts of electricity per year when compared to the existing machines. BASC looks forward to working with Loose Ends Vending Inc. on

additional energy savings opportunities in the future as part of the corporation's commitment to being a good campus environmental steward.

Loose Ends Vending Inc. offers an extensive product mix, including many healthy selections with their Balanced Choices program. They are dedicated to selling the products customers want, utilizing key processes to ensure that machines are being stocked according to the demands in each location. In addition, all snack machines are equipped with "SureVend" to ensure delivery of product and virtually eliminate the need for refund requests.

Chef Earns Certification

BASC is proud to report that Garnishes' Chef **Sean Foley** was recently awarded ProChef Level I certification from the Culinary Institute of America (CIA), the prestigious culinary college in Hyde Park, New York. According to the CIA, "ProChef certification acknowledges proficiency in culinary arts, personnel management, and financial administration at three levels." Sean says he was challenged by his training at the CIA and enjoyed learning from chefs with diverse backgrounds and techniques.

Bookstore Discount

Did you know that as a BASC employee you receive a 20 percent discount at the Barnes & Noble College Bookstore everyday? That's right – there's no need to wait for customer appreciation sales! You'll save 20 percent off every purchase (textbooks and convenience items excluded) everyday! Plus, stop by to check out the beautiful new apparel and merchandise with The College at Brockport logo.



The College at
BROCKPORT
STATE UNIVERSITY OF NEW YORK

When in the late 1700s Yankee Doodle stuck a feather in his cap and called macaroni, he was actually patting himself on the back for his fashion ingenuity, for macaroni was slang for chic (the most chic and popular dish of the day being macaroni). Legend has it that in the late thir-



teenth century, German bakers made large figures out of noodle dough in the shapes of men, stars, birds, and seashells, which they

called collectively "doughmen." These bakers went to Genoa, Italy, to sell their product, but the Italians found them too expensive and exclaimed "*ma caroni*," meaning "but it's too dear." So the Germans reduced the size and, with the size, the price. They made a bundle and the name stuck.

Author: Unknown

Around the Water Cooler



Administrative Announcements

Betty Drennen had a wonderful visit with her son, **Anthony** and her daughter, **Tina**, when they came to visit last week. As a special surprise, her daughter became engaged to **Jeremy Bullins**, during their visit. Both Tina and Jeremy reside in Highpoint, North Carolina and both work with NASCAR for the Richard Childress Racing Team. Jeremy is the head engineer for the '07 car of Clint Boyer and Tina is the score-keeper for the same driver. They travel throughout the country each week together during the season, but certainly enjoyed their time in New York visiting with family and friends.

Brockway Blurbs

Congratulations to **Dan Cater** on his recent engagement. He and his fiancé, **Angela**, plan to wed Saturday, October 18. We wish Dan and Angela the best in the future.

Joe Buttons had the honor of being a judge at the Regional 4-H Chicken BBQ Contest. He judged contestants on taste, cooking techniques, and cleanliness. Joe enjoyed being a judge and would like to participate again. Watch out - you might find Joe at a BBQ near you!

Congratulations to Student Manager **Tiffany Slocum**. She and her long-standing boyfriend, **Rob Ransom**, were married over the summer at a beautiful ceremony at Lake Ontario. Tiffany is getting ready to move down to Georgia to be with her husband who is in the Armed Forces. Best of luck to the both of you.

Student Manager **Jean Gilman's** son, **Keith**, recently graduated high

school. He will be attending Gene-see Community College in the fall. Congratulations Keith!

Best wishes for a speedy recovery to **Diann Hughes**.

Catering Crumbs

Everyone wishes **Mary Tarbrake** a speedy recovery. She recently broke her ankle, but is doing very well.

Patty Sorel enjoyed her vacation on the lake, but came home early to help in Mary's absence. Thank you Patty!

Dining Service

Dribbles

Dining Service Director **Gary Stevens** is having quite the year. Gary and his wife, **Carol**, recently became grandparents.

Luke Roberts Stevens was born on June 22 weighing 7 lb, 6 oz.

In addition, their son **Paul** became engaged to **Bettina Sebastian**. They plan to marry May 24, 2009. Congratulations to Gary and family!

Barb Carpenter became a grandmother recently. Her daughter, **Kait Turpyn** had her baby on July 21. **Ella Mary Turpyn** arrived at 5 lb. Best wishes to mom, baby and the entire family!

Harrison Highlights

Everyone at Harrison wishes **Scott Bennett** the very best. Scott has decided to leave BASC to help manage his father-in-law's agricultural

business. A farewell party for Scott is being planned. More information will follow.

TRAX Tidbits

Jermaine Toppin and significant other, **Chrystie Barker**, would like to thank BASC employees for their prayers and well wishes. They are doing well and are recovering from their motor vehicle accident that occurred on April 20.

Best of luck to Student Manager **Jillian Heffer**, who will be moving to Japan where her husband is currently stationed. Jillian looks forward to teaching English there.

As part of the BASC sustainability plan, TRAX, along with other retail locations, will be working to replace Styrofoam containers with eco-friendly products this year.

TRAX welcomes back all returning staff! We hope you had a relaxing summer and are refreshed for another great year.

Union Square Scribbles

Julie Kretschmer had her baby. **Laura Louise** arrived at 10 lb, 3 oz on May 10. Congratulations to Julie and family.

Connie Collins's son, **Tim**, joined the Army in July. Connie is very proud of her son and we wish him well.

Thanks to everyone at Union Square and Catering who helped with "First Year Experience" contracts this summer. It was a great success. Union Square is looking forward to having **Laurie Magliocco** and other student managers back from Summer Programs!



Luke Roberts



Paul & Bettina

Upcoming Dining Themed Events

Oktoberfest, New York State Apple Fest, Renaissance Fair, Jimmy Buffet Night, Iron Chef Competition, "Vintage" 90's, and a Zero Waste Meal are just some of the dining hall specials that students, and employees alike, have to look forward to in the coming year. In addition, both dining halls will celebrate homecoming with an Olympic themed dinner on Thursday, October 2.

TRAX will offer students an opportunity to win a shopping spree in their convenience store as part of their Olympic Week specials, and Union Square Food Court will be decked in dots for polka dot day on October 15. Back by popular demand, two cooking classes for students will be offered by Dining Services during the fall semester.

Garnishes will host their annual cam-

pus community luncheons – the boss's day luncheon will be on Thursday, October 16, the Thanksgiving luncheon will be on Thursday, November 20, and the holiday luncheon will be the first week in December (exact date to be determined).

For a monthly calendar of special events, visit www.basc1.com.

News from Welcome Center & Parking Services

Check out these important news items and updates from Welcome Center & Parking Services:

- Don't forget to purchase a fall permit for your vehicle if you plan to park on campus.
- Payroll deduction is an option for purchasing your permit, allowing you to take advantage of pre-tax savings. Simply complete the authorization form available at Human Resources or at

www.basc1.com/employees and then go to the Conrad Welcome Center to get your permit.

- BASC employees with an active email address can view their parking history, order parking permits (*if paying by credit card*), and pay citations at www.basc1.com/parking.
- Upcoming events this fall include a defensive driving course at a reduced rate and a free winter car

check-up. Both are great opportunities for employees to take advantage of.

- Lot W, located behind the library, was recently reconstructed. It was reconfigured to make better use of the parking lot space. Compliant handicapped parking spaces have been created in lot W-1, and three handicap spaces were added in lot W.

Kudos Korner

Director of Undergraduate Admissions **Bernard Valento** sent BASC a letter of thanks for our participation in the Undergraduate Admissions Open Houses this spring. Over 1,800 visitors were hosted during the two Saturday programs, which were a huge success because of the efforts of many faculty and staff. Bernie consistently receives positive feedback from students and their parents on the quality of our Open Houses. Of Dining Services, he said, "Your discussion with these accepted students does make a difference when they decide which college to attend this fall."

Director of Planning/Construction

John Osowski

sent Catering a letter of thanks for the excellent food and service that was provided for his team at the Chase Corporation Challenge. John wrote, "It was a perfect evening for the race event, all my record breaking team of 23 showed up, and everyone had plenty to eat and drink." John went on to say, "I received compliments from my neighbor who happened to walk by our College at Brockport tent site."



Chase Corporate Challenge

Condolences

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

Brian Dwyer whose father, **James Dwyer**, passed away in July.

Chris and Chaley Swift, for the loss of Chris's mom, **Karen Swift**, who also passed away in July.



NEWS & VIEWS

End-of-the-Year Employee Celebration



Happy Birthday!



The following employees will celebrate a birthday this fall:

September

Joanne Jordain Kelly Pratt
 Linda Marshall Patricia Rowley
 Brittany Knight Kathleen Pharoah
 Kurt Grosser Christine Passarell
 Frank Smith Elizabeth Morrow
 Jason Augustyn

October

Son Ta Adam Drawbolt
 Mike Maples Carmen Lopez
 Denise Phillips Sharon Woodley
 Gerald Brobst McAllister King
 Wendy Applegate
 Deborah Rockow
 Meghan McClinic

November

Desta Walker Steven Hagadorn
 Chaley Swift Joan Grossman
 Sheila De Vos Marianne Torres
 Laura Wilson Patricia Palermo
 Steven Osborne
 Francesca Knight

Contribute to N & V's

Email your items to bascmktg@brockport.edu or drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **Nov. 17, 2008**. The *News & Views* is also available at www.basc1.com.employees.htm.

Anna Hintz, Editor

