BASC News and Views February 2014

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Executive Director’s Corner

I am writing this as it is snowing, yet again, and the temperatures are too cold to speak of. But the good news is that spring will be here very soon! The warmer weather signals nature to emerge from its winter slumber bringing with it change and renewed energy.

In regards to change, the phrase “Change is the New Norm” has come to represent the increasingly challenging times that all businesses, including Higher Education, must adapt to. In the past an institution like The College at Brockport, was able to operate under the premise that the quality education and services the campus offered were enough to ensure healthy enrollments and thus fiscal health. As we are all aware, the competition for students has become fierce, forcing all of us to assess and analyze how we remain competitive and fiscally healthy in this environment.

To answer these questions, the campus is undertaking a strategic initiative to assess where the campus is now, where the campus needs to be, and how the campus will get there. We too in BASC must answer these questions if we are to maintain the competitive advantage we achieve by providing the highest quality services in the most cost effective manner.

This past year has given me the opportunity to start this assessment process and to begin formulating a strategic road map for BASC. The first steps of this process have already taken place. As announced in my January 30, 2014 letter, I will remain in the dual role of Executive Director and Director of Dining Services. To allow me the time and attention needed to fulfill both of these roles, I have named Anna Hintz Assistant Executive Director. Anna will continue to oversee marketing while assuming additional responsibilities. Kelly Bodine’s title will change to Marketing Manager to reflect the new responsibilities she will assume. Additionally, I have appointed Richard Reynolds and Cathy Legacy as Assistant Directors of Dining Services. Richard brings a tremendous amount of culinary leadership and expertise, and Cathy has a proven track record of building strong teams and adapting her operations

Dining Services. To allow me the time and attention needed to fulfill both of these roles, I have named Anna Hintz Assistant Executive Director. Anna will continue to oversee marketing while assuming additional responsibilities. Kelly Bodine’s title will change to Marketing Manager to reflect the new responsibilities she will assume. Additionally, I have appointed Richard Reynolds and Cathy Legacy as Assistant Directors of Dining Services. Richard brings a tremendous amount of culinary leadership and expertise, and Cathy has a proven track record of building strong teams and adapting her operations

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Making customer connections is such an important part of what we do—both with our internal and external customers. Here are some recent examples of the wonderful connections you make everyday through living our motto of “Serving you best by knowing you first.”

Before break, Brockway Dining Hall Cashier Diane Staub received flowers, a card, and a photo from the football team. They wanted to express their appreciation to Diane for always lifting their spirits at dinner after a hard practice and for baking them cookies for their home games.

Brockway Kitchen Helper Lisa DiClemente received special recognition from Residential Life Assistant Director Carl O’Connor for consistently providing outstanding customer service. Carl described Lisa as “friendly, caring, relatable, customer service focused, energetic, knowledgeable, and sincere.”

Brockway Chef Cody Butlin was also recognized by Carl O’Connor for supplying refreshments to Residential Life during an impromptu parent gathering.

Assistant Cook Carol Anne Beaucaire from Harrison took time last semester to serve warm, scratch-made baked goods to customers and student employees on Wednesdays during dinner. The students absolutely loved this—especially during finals week!

Catering student employee Danielle Corba created a “fish bowl for compliments” as a way to give positive praise and feedback to fellow student co-workers for a job well done.

Jermaine Toppin, Frank Smith, Tricia Miller, and Mark Gardner role modeled fantastic caring and customer service by going above and beyond to provide meals for our international students over the Winter Break. ELS Director Wendy Fritz raved about the service we were able to provide, including the holiday dinner that Mark prepared at the Alumni House Christmas Eve and Christmas Day saying, “He knocked it out of the park.” Thanks to everyone who contributed to this team effort, including the production teams at Harrison and Brockway Dining Halls for preparing foods in advance—the end result was very much appreciated by our customers!

Bookstore managers Chris Sackett, Bill Kerr, Sucie Pedraza, Staci Seeler, and former Student Manager Emily Glidden were recently recognized by a student customer for always going out of their way to make him feel valued. The bookstore team has built a great relationship with this student over the years and he expressed his sincere appreciation.

These are great examples of how to get “Get Caught in the Act of Caring” during our spring employee contest. Now through March 14, part-time, full-time, student manager, professional, and administrative employees can get “caught” and can also nominate a fellow employee for an award.

There are three ways to get “Caught in the Act”—get caught caring about: each other, our customers, or our company. Nomination/suggestion forms are available in each unit. “Caught” employees will receive a pin from their supervisor and will be entered to win a monetary award at the end of the contest.

We look forward to recognizing our “caught” employees at the End of the Year Gathering.
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:

- **David Lanni** - TRAX
- **Gabby Gross** - TRAX

Student Employee Scholarship Deadline Reminder

Any student applying for the B & N College Bookstore or the Next Generation student employee scholarship, needs to have their application in by Saturday, March 1.

Call for Employee of the Year Nominees

This is our annual opportunity to celebrate our employees who live our motto “serving you best by knowing you first.” The BASC Employee of the Year awards are intended to recognize 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, Parking and Transportation Services, 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!

Grandmother in North Carolina. More information will follow on the celebration we have planned to wish Betty a happy retirement!

In closing, I invite all of you to share your input and ideas as to how BASC can successfully navigate the challenges we are facing so that like the transition from winter to spring we can ensure positive change.

Thank you for all that you do to make BASC successful!

*Dana*
Administrative Announcements
Everyone would like to welcome Barb Carpenter back to work. It wasn’t the same without your infectious laugh.

Barb (Cougar) Carpenter would like to thank everything for all of her cards, gifts, flowers, phone calls, prayers, and support during her absence. She loves all of her friends and coworkers at BASC!

Brockway Blurbs
Our deepest sympathies go out to Diane Staub for the loss of her husband in December, and also to Erik Jones for his father in January.

Congratulations to Cathy Legacy, Richard Reynolds, Anna Hintz, and Kelly Bodine on their new positions within BASC.

Congratulations to Michele Brown’s daughter, Amanda, on her recent graduation from the accelerated Nursing program at Genesee Community College. She even was offered a job at Rochester General Hospital in the general medicine unit!

Congratulations to those employees who have already been Caught in the Act of Caring. Let’s catch some more!

Cathy Legacy attended the NACUFS 2013 Customer Service Institute at St. Louis, MO this past December. She learned a lot and is contributing her knowledge to enhance our customer service initiative.

Bookstore Buzz
Congratulations to Chris Sackett who was one of only ten B & N store managers selected to attend a Store Manager Process Improvement Team conference in March.

Harrison Highlights
Management would like to welcome everyone back after their winter break. We hope it was relaxing!

We wish Joe Muoio good luck on his new job. You will be missed.

Our deepest sympathies go out to Helen Ames on the death of her uncle in January.

Harrison, TRAX, and Eagle’s Nest would like to welcome back Barb Carpenter in the Business Office. We missed you!

Thanks to all who made our first WOW of the semester, a Beach Party, a smashing success. It was a great team effort by all.

Congratulations to those employees who have already been Caught in the Act of Caring. Keep it up!

Eagle’s Nest and TRAX Tidbits
TRAX would like to welcome Gabby Gross and Dave Lanni to our team. We hope you have a great semester.

Both TRAX Taterz and our delivery program have taken off with a bang this semester. Thanks to all for your hard work and dedication.

Union Square Scribbles
Condolences to Gail Pfeffer whose sister passed away over winter break.

Sarah Plain is so proud of her daughter, Mariah, who gave 13 inches of her hair to Locks of Love this January. Sarah also had a new addition to the family on Valentine’s Day. Maverick, a new German Shepard puppy, is now a part of the Plain household.

Union Square employees are looking forward to the new refreshed look of Union Square that will be coming soon. Exciting things are yet to come!

We’re happy that Frank Smith is able to get around without those terrible crutches this semester.

Union Square misses Linda Lotze who officially retired at the end of last semester. Linda is now enjoying life with family and friends.

Parking Pebbles
Parking would like to send out a few birthday greetings to students Ally Delaney, Micalah Hutchings, and Andy Strablow.

Welcome to our new parking enforcement students Leanna Komoroske and Cassie Wolfanger.

A huge thank you goes out to our sister and brother duo Desirae and Jake Erickson who helped us cover the extra hours needed over break.
Thank you to everyone who helped support “Presents for Residents.” As a result of your tremendous generosity, each of the 114 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 18 saw first hand the joy that giving can bring. This act of kindness was featured on Channel 8, 13 WHAM, and in the Suburban News. In case you missed it, there are links to these news stories on base1.org – click on “About” and then “Recent Happenings.”
Ed Kumar 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 or be a currently enrolled student at the College. The assistance is in the form of a $1,000 educational expense grant to one eligible student per academic year.

The deadline for applications is Tuesday, April 1. For more information on eligibility, criteria, and the application process, contact Betty Drennen at 395-2497.

Sandra Mason Scholarship

BASC is able to offer a scholarship that can help benefit a child or relative of a BASC employee.

The **Sandra Mason Scholarship** is available to provide financial support for a child or relative of a current or retired employee of BASC, including the College Bookstore and Parking and Transportation Services. The student applying should have demonstrated academic achievement and either leadership qualities or community service.

The deadline for application is Friday, March 7. For more information on this scholarship including the application process and requirements go to basc1.org under the employees tab, then ‘perks’.

Don’t forget to spring ahead before going to bed Saturday, March 9 for daylight savings time.
Caught in the Act of Caring

The following BASC employees have recently earned pins for being Caught in the Act of Caring. This means they have gone above and beyond to either assist their team and fellow co-workers, satisfy our customers, or suggest an improvement to our products, services, or processes. Please join us in congratulating and thanking these individuals for their dedicated service.

Karen Prince - Brockway
Diane Staub - Brockway
Michele Brown - Brockway
Scott Connelly - Brockway
Debbie Rockow - Kinetic Kafe
Chase Soptelean - TRAX
Geremy Rheinwald - Union Square
Paul Brundage - Harrison
Pat Palermo - Harrison
Adam Wilcox - Harrison

Employee Facebook Group

Make sure to join our BASC Employee Facebook group, or the Student Manager group to stay updated on the latest events and news from BASC.

Log in to your Facebook account and search facebook.com/groups/BASCemployees/ for the employees, and facebook.com/groups/BASCStudentManagers/ for the student managers. Then click to ask to join the group.

Save the Date

It is with great sadness and excitement that we announce the retirement of Betty Drennen. Join us as we celebrate her dedication to BASC throughout the years, and see her off on her new adventure to North Carolina to be with family and friends. Betty’s retirement party will be held on Friday, March 14 from 2 - 4 pm in the Eagle’s Lookout. If you would like to make a contribution towards a gift please contact Char Charles at 395-2752.

Concdolences

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

Diane Staub and family for the loss of her husband in December.
Erik Jones for the loss of his father in January.
Kelly Pratt for the loss of her father-in-law in January.

Helen Ames for the loss of her uncle in January.
Gail Pfeffer for the loss of her sister in December.
Linda Mitchell for the lost of her sister in February.
Jean Gilman for the loss of her grandmother in February.

RARES Employee Discounts

The College at Brockport employees, including those working for BASC, can receive several discount tickets to local places like Sea Breeze, Buckman’s Car Wash & Detail Shop, Geva Theatre Center, Polarwave Snowtubing Park, the Buffalo Sabres and much more.

To take advantage of these discounts, go to the Raye H. Conrad Welcome Center with your Eagle One ID card to receive your free 2014 membership card. Or, go to brockport.edu/eperks, enter your Web ID and password, and download the new card.

After you have your membership card, log on to rares.org, to place an order and purchase discount tickets to local and out-of-state destinations. In addition, some places offer discounts on site when you show your RARES membership card. Visit the RARES Web site often for updates and special promotions.
Happy Birthday!

The following employees will celebrate a birthday this spring:

March
Cathy Legacy
Joelle Clark
Janine Barry
Joelle Clark
Sareth Stolfa
Sharon Sailer
Mary Tarbrake
Chrstyl Scholes
Alyssa Miller
Kelly Tufano
Janine Barry
Ingie Klier-Hinkley
Linda Brooks
Gail Greene
Pam Fostano
Angela Scardinale
Cindy Smith
Patty Knapp
Mary Tarbrake
Ralph Eisenmann
Adam Wilcox

April
Tricia Miller
Stacy Seyboth
Katelyn Bragg
Margaret Huntoon
Bev Ludke
Lauren Ruggiero
Alyssa Rychick
Stephen Miller
Deborah Ferris
Stephanie Schuth
Kim Johnston
Peggy Turlington
Erik Van Dorn
Stephanie Davis
Eric Rouse
Chase Soptelean
Samuel Bingay
Brittany Lathrop
Kathleen Clark
Angelina Howe
Sarah Plain
Scott Connelly
Bev Weatherbee

May
Dylan Conway
Sharon Engle
Andy Fogg
Lloyd McCauley
Cody Butlin
Sarah McInerney
Ryan Kay
Carol Gabbert
Casey Rue
Steve Stoll
Austin Warner
Patricia 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 April 4, 2014. The News & Views is also available at www.basc1.org (select the employees link.)