THIS IS GOING TO BE Legendary
2016 SPRING NEWSLETTER
In January, I left the intercession customer training with several of you fired up in regards to the ideas and challenges we discussed about becoming “Legendary.”

Since our meeting, I have met with a number of you regarding how we can incorporate your legendary ideas into our customer service and business model. I am most excited about what the Rewards & Recognition Committee has developed—spearheaded by Karen Overmyer—and how they have exploded with ideas and have created fun events that will be implemented throughout the upcoming year.

What is the meaning of legendary? I always liked what the great philosopher Aristotle once said, “We are what we repeatedly do. Excellence, then, is not an act, but a habit.” Legendary for me goes beyond that; it is your habit that creates memorable service. A habit that is so excitable to others that they flock to experience that service.

As we complete this academic year and head into 2017, I truly hope that you will get excited about what you can do to become legendary for our customers and each other. Come in legendary numbers, and enjoy the programs that we have planned for you.

Many Blessings,

Howard

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**leg.end.ar.y**
1. of, described in, or based on legends.
2. remarkable enough to be famous; very well known.

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Student Auxiliary Service Technology Team: Rona Skinner, Dave Panish, Leo Makosky
WHAT IT MEANS TO BE Legendary

MISSION
Student Auxiliary Services seeks to deliver the highest level of customer service resulting in customer satisfaction and loyalty.

VISION
Student Auxiliary Services provides legendary services that surprise and delight customers every day.

QUALITY SERVICE
We will enhance the customer experience with our expertise and efficiencies.

TIMELY RESPONSE
We will provide thorough and prompt communication.

CARE & CONCERN
We will respect and have a genuine concern for others.
# Together We Are Legends

Student Auxiliary Services legends are not historical nor are they exceptionally famous. Our legends lead by example and deliver the highest level of customer service that results in customer satisfaction and loyalty. Our legends set Student Auxiliary Services apart from all other departments on campus. They provide legendary services that surprise and delight customers every day.

**CONGRATULATE OUR HIGHLIGHTED LEGENDS AND KNOW THAT WE ARE ALL LEGENDS AND TOGETHER WE ARE LEGENDARY.**

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“Each day you are leading by example. Whether you realize it or not or whether it’s positive or negative, you are influencing those around you.” — Rob Liano

Our legends provide quality service that enhances customer service because of expertise and efficiency. Our legends provide thorough and prompt communication. Our legends respect and have a genuine concern for others. Our legends are members of Student Auxiliary Services. **Our legends are YOU.**
Quality Service

Karla Orozco
General Manager, Global Village Cantina and Grille Dining Services

Karla exhibits immaculate attention to detail for service, hospitality and management. Karla has set a remarkable precedent for her coworkers with her friendliness and warmth she shows towards her customers in the thirteen years she has been here. She has shown exemplary administrative and financial responsibility. She is an enthusiastic and trustworthy leader and her qualities have earned her recognition for her Quality Service.

Christine Rodgers
Business Operations Coordinator, University Arenas

Christine is an invaluable resource. Constantly teaching and helping those who need her guidance, Christine goes out of her way to seek solutions to challenging situations. For the past fifteen years, Christine's attention to detail and devotion to her work has been a spectacular insight into her character and work ethic. Her eagerness to learn, teach and inspire has earned Christine recognition for her Quality Service.
LORALYN SIMMONS
SUPERVISOR OF
HOUSING FACILITIES
ADMINISTRATIVE
OPERATION
Housing Facilities

Loralyn displays impeccable dependability and correspondence with her colleague and the student body. Loralyn performs to the highest level and is an accessible resource of knowledge. She handles unexpected challenges with grace and her intercommunication skills far exceed expectations. This unwavering management of time and communication has earned her recognition for her Timely Response.

DAVE PANISH
SYSTEM ADMINISTRATOR
Business Technology

Dave exhibits outstanding dedication to his work, as well as expedient execution of the tasks assigned to him. For ten years, Dave has shown incredible effort and diligence. No matter the time, no matter the task, no matter where he is; Dave drops what he is doing and devotes himself to the work that is put in front of him. His promptness to complete tasks is an invaluable asset to the workplace. His thoroughness has earned him recognition for his Timely Response.

“Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves.”

– Steve Jobs
KORY SAMUELS
EXECUTIVE DIRECTOR OF DINING
Dining Services

Kory puts the needs and well-being of others before himself without expecting anything in return. He is reliable and his involvement and efforts towards the success of his colleagues is evident in his unselfish character. For the past fifteen years, Kory has nurtured a positive work environment that produces excellent customer service. His generosity and genuine devotion to others has earned Kory recognition for his Care and Concern.

KAREN A. OVERMYER
SENIOR STAFF SPECIALIST
Student Auxiliary Services

Karen demonstrates immeasurable compassion for her colleagues. In her fourteen years here, she has brought positivity, enthusiasm and trademark humor to the workplace. Her empathy towards others is a spectacular example of how to treat others. Always smiling and ready to make you laugh, Karen is an irreplaceable member of the team who manages to always keep the workplace lively. These testaments to her character have earned Karen recognition for her Care and Concern.
**DEPARTMENT ACCOMPLISHMENTS**

**POLICIES & COMPLIANCE**
Created and implemented consistency in hiring procedures and practices

**HOUSING OPERATIONS & GLOBAL INITIATIVES**
Exceeded placement rates of Global Scholars in meaningful work positions upon arrival to RIT main campus

**MARKETING AND RETAIL PRODUCT MANAGEMENT**
Partnered to execute mobile hockey game day app module, with an average of 430 page views during 2016 games

**FINANCE & ADMINISTRATION GALLERIES**

Increase in sales—versus a year ago in the month of December— and 1,000% increase in hosted events since 2011
HOUSING OPERATIONS FACILITIES
Student satisfaction increased with completion of University Commons project, which included replacement of furniture, appliances, and carpet for 64 student room spaces.

Gordon Field House is now the most used Indoor Track Facility in the area for high school track meets. Revenues increased 35% and overall 40,000 athletes and spectators were in attendance throughout all the meets.

BUSINESS STRATEGIES & TECHNOLOGY MANAGEMENT
Partnered with Dining Services, Housing Facilities, and Shop One2 to implement a centralized inventory system resulting in improved controls and operational efficiencies.

DINING SERVICES
Online deposits of dining debit dollars increased 30%

UNIVERSITY ARENAS
Gordon Field House is now the most used Indoor Track Facility in the area for high school track meets. Revenues increased 35% and overall 40,000 athletes and spectators were in attendance throughout all the meets.
EMPLOYEE HIGHLIGHTS

NEW HIRES

SHAUNA CROSS
DESIGN AND DEVELOPMENT COORDINATOR
Student Auxiliary Services Marketing

MALLORY GIAMBRA
ASSISTANT DIRECTOR OF MARKETING
Student Auxiliary Services Marketing

JESSICA KERNAN
UNIVERSITY EVENTS MANAGER
University Gallery

DANIEL LEVATO
SOUS CHEF
Shumway Dining Commons

ALBERT PUCCI
RECEIVING CLERK
Dining Services

AWARDS & RECOGNITION

DONNA BLACK
FINANCIAL COORDINATOR
Housing Operations
Advisor of the Year
Alpha Sigma Alpha Sorority

LINDSAY BLANKFIELD
SOUS CHEF
Artesano Bakery & Café
NACUF’s Regional Conference Winning Recipe for Quinoa Oatmeal

KURT INGERICK
EXECUTIVE DIRECTOR
Student Auxiliary Services
Goodbye, Goodbuy!
Founders Award

JOANNE LINDSEY
ASSIGNMENT COORDINATOR
Housing Operations
Advisor of the Year
Kappa Delta Rho Fraternity

KAREN OVERMYER
SENIOR STAFF SPECIALIST
Student Auxiliary Services
RIT Student Government
President’s Award

PROMOTIONS

WENDY MARKS
DIRECTOR OF FINANCE & ADMINISTRATION GALLERIES

GRADUATIONS

TRACEY COURTWRIGHT
Global Village Cantina

DANIEL GIROUX
Shumway Dining Commons

KRISTYN HILLMAN
Brick City Catering
FAMILY FUN AT SEABREEZE

June 18, 2016
Park Opens at 11am
Lunch Served at 12pm

Please RSVP by June 10th to your manager. Be sure to include how many people will be in your party. *This event is FREE for SAS employees and immediate family members.