C y b e r B r e a k

August 11, 2006

Coming up next week:

Monday, August 14th

- Orientation
- First Year Classes Begin

JUST A REMINDER!!

Effective Monday, August 14th staff should begin to park in the staff parking lot or in the assigned spaces.

RSVP TODAY FOR THE NEXT STAFF PROFESSIONAL DEVELOPMENT WORKSHOP!

Managing Multiple Projects, Objectives & Deadlines

September 8, 2006

9 AM – 12:30 PM *OR* 1 PM – 4:30 PM

To RSVP email Marcie Canal at mcanal@swlaw.edu no later than 9/6/06.

Outstanding CUSTOMER SERVICE works for everyone.

Customer Service means solving problems and meeting needs. Customer Service is how you make the other person feel.

- **REACTION**

When students come to you for help it is important to remember to this is a new problem and your reaction to it will determine the quality of the interaction. Even if you can't solve the problem, reacting in a positive and helpful manner will go a long way.

- **Be In Control**

It does not matter if the other person deserves outstanding customer service or not. If you choose to give everyone outstanding service, you will always be in control of the way you feel and the quality of your day.

- **Reap the Rewards**

There are many benefits in providing outstanding customer service such as job satisfaction, career advancement, increased self-esteem and reduced stress.

Do small things with a big heart. – Mother Theresa

FALL FITNESS CENTER HOURS

Monday – Thursday	Friday	Saturday and Sunday
6:15 AM – 11 PM	6:15 AM – 8 PM	9 AM – 5 PM

Feedback: Have ideas, suggestions, comments or contributions for future editions of CyberBreak? Please email them to mcanal@swlaw.edu.