

Oregon State University – UHDS – Customer Service Training Activity

- (P)For the first point in your star, please write down one way that Dining Services can send a message of pride in their presentation. What is “the thing you look for?”
- ®For the second point in the star, please write one way that the Res Ed staff can make an interaction meaningful. How do students know that their question or input is valuable?
- (I)For the third point in your star, please write one way that the Service Center’s can create an opportunity for future interactions through individualized attention. What type of language (verbal or non-verbal) makes you feel important? What would encourage you to have future interactions?
- (D)For the fourth point in your star, please write one way that RMF can develop systems to perform promised service dependably and accurately. How do you know that your request will be fulfilled?
- (E)For the fifth point in the star, please write the most important outcome of living in UHDS facilities. What is THE mission that we want to execute?

For NWACUHO

You are a new student moving into the Residence Halls. You are SO excited!! You can’t wait to learn and experience more things about the campus. You have been asking all of your friends that have been here for more information. You have been wearing your OSU Orange for about a week solid. Your parents are pretty nervous about your leaving home, but they support you. They really want the best for you, and they feel that it will be found here at Oregon State. You have just spent the last couple of hours moving into the residence halls, and you and your family decides to go to the dining center to try out the new meal plan.

- ◆ If you have a **green** star, your dining experience was amazing. All of the food looks delicious, the place looks clean, and everyone has been so helpful today. You are happy that you have chosen Oregon State.
- ◆ If you have a **yellow** star, your check-in process went just fine. The lines were long and, that is how they should be, right? It *is* the first day of check-in, and with so many new students – you shouldn’t expect individual attention all of the time. The food was good, but it was confusing to figure out where to go to get what kind of food. Whatever you had marked on the first point in your star, was, as you can imagine, *mostly right*. Please fold back this point in your star as you may be able to improve on this first impression with time.
- ◆ If you have a **blue** star, you have had a long day and now you are hungry and irritable. Your family has been driving you crazy all day. To help yourself feel more at home, you decide to follow the masses and go to the dining center to get something to eat. When you get there, it is a madhouse. There are people everywhere and you need to look for a place to sit. You are not in the greatest of moods, and now this place seems unwelcome too. In addition to all of this, you can’t find the type of food that you want to eat, and everyone seems so busy – you

don't want to bother anyone with your questions. You finally settle on a pre-made sandwich and can of soda because the lines seem less long there, and a sandwich is a sandwich. Whatever you have marked in this point of the star was clearly not done. You sit alone eating your sandwich and begin to think about life off campus. Please tear off this point in your star as you will not be able to recover from this first impression.

A couple of days have passed, and you have a question.

- ◆ If you have a **green** star, you are able to find your RA or RD easily. You ask the question, and they were very helpful. You like them. While you are there you think of some other questions that you have, If you have a **green** star, the second point in your star remains intact.
- ◆ If you have a **blue** star, you knock on the door of the RA or RD. It seems that you may have woken them up. The person answers your question, but then quickly shuts the door. I guess next time, you'll ask someone else your question – or you will figure it out by yourself. You tell yourself that “you are an adult, and should be able to do this.” Later, you overhear in the hallway your RA or RD talking about how tired they are after such a long staff training and CONNECT week occurring. They mention that, “They just want people to stop asking them questions so that they can take a nap.” If you have a **blue** star, please tear off this point in your star as you will no longer be asking them any questions.
- ◆ If you have a **yellow** star, you have the same question and you decide to ask the person you see next. As you are walking past the “front desk” you see the RA on duty. You also notice that there are some of your floor mates in the office. Feeling brave, you decide to ask the question. Hopefully they will understand if you are asking a fairly simple question. You don't want to feel dumb for asking. While you are waiting, the group finishes their conversation before looking up at you. Everyone laughs and then they help you. You got the question answered, but you feel bad for interrupting. If you have a **yellow** star, please fold back this point in your star.

It is the first or second week of classes, and you are feeling a bit overwhelmed. You are beginning to need to write papers, form study groups, develop habits for academic success, try to make some friends, and feel well balanced. Additionally, you are not so sure about your roommate; they are pretty weird. You feel like you may need some help.

- ◆ If you have a **yellow** star – you go to your Service Center to get a couple of questions answered. Where is a good place to study? What would I do if I wanted to change rooms? How can I get more dollars on my meal card? After the last time you asked questions of your RA, you are kind of nervous about asking more questions. The Service Center does their best – but they really only provide answers to your specific questions. Additionally, they answer the questions in “systematic way.” You get the feeling that they have

answered this same question 20 – 30 times today. If you have a **yellow** star, I will give you the option of folding back the corner that discusses how Service Centers can create future interactions. Please make your decision based on how you would feel at this point.

- ◆ If you have a **blue** star - You don't ask for help because you don't think that anyone cares. When you walk past the Service Center, it just seems that they are gossiping or doing their homework. You go to the library to study because it is better than studying in your dorm room. You have already begun to look at off campus housing, and are investigating other places to eat. Why should you spend your time here? They don't have the food you are looking for, your RA is not here to help, but at least the Service Center people are getting their homework done. The only reason you are living here is because your parents are making you. If you have a **blue** star, please tear off this third point. The Service Centers will never get an opportunity to create a future interaction.
- ◆ If you have a **green** star – your roommate is different, but that makes them unique. You can study in your residence hall, and are doing well managing your meal plan. As you are leaving the dining center after dinner, you remember that you have a package to pick up. Even though it is right before the service center closes, you don't stress about picking it up. As you approach the desk, you are greeted with a smile. The employee doesn't remember your name, but they do have a good idea of what hall you live in. As you are picking up your package, you ask about how to change your room. While your roommate is delightfully now, they may not always be. During the interaction, the Service Center displays the behavior that you have listed. If you have a **green** star, please keep the third point intact.

We are nearing Thanksgiving and mid terms have been tough! You are really wondering if you are “college material.” Then, the light bulb burns out in your room.

- ◆ If you have a **blue** star you are pretty frustrated. This place is a waste of money. People are not very nice, and now it is broken. You have to start to study for finals – so you just go to the library to study. Since you haven't had much luck in asking questions – your roommate can take care of it. Your reading lamp is all of the light that you need. You think, why don't they take better care of this place. While you are walking to the library, you also think about the fact that your bathroom doesn't get cleaned the way you would like it. It won't be like this when you live off campus. If you have a **blue** star, please tear off this point in your star. Even though it is just a light bulb – you don't care enough to get it fixed.
- ◆ If you have a **yellow** star, you are frustrated, but it is not the end of the world. You are working on a paper, but your reading lamp is all the light that you need for now. At least the power didn't go out, right? You ask the Service Center or your RA what to do. They tell you to do a “Fix My Room” request

on-line. You are not sure where to do that, but you eventually figure it out. Because it takes you a while to figure it out, it takes about a week and a half to get it replaced. You find out that it got replaced because when you accidentally flip the switch, the light turns on. You are glad that it got fixed, but it would have been great if they left a note. If you have a **yellow** star, I will again give you the choice of folding back this point. Please make your decision on based on how you feel when someone gets it *mostly right*.

- ◆ If you have a **green** star, you have no problem asking for help. Not only do you ask for help, but someone shows you how to submit a “fix my room” on-line. The light bulb is replaced within two days. While you are spending time with some friends later, they also have a maintenance request. You show them how to complete the request to get their need met. If you have a **green** star, please leave the next point intact.

We have finished Fall Term, and you are doing a bit of reflection.

- ◆ If you have a **blue** star, you are unhappy. You have NOT had the “Experience of a Lifetime.” You have had an experience, but it has not been a great one. Please tear off the final point in your star. You are part of the 7% of students that choose to move off campus within Fall term.
- ◆ If you have a **green** star, you are nervous to go home for the break. You have met the most important outcome of living with UHDS, and are really committed to OSU and the *Experience of a Lifetime*. When you are deciding where you are going to live next year, it is a no-brainer. You are part of the 22% of students that choose to recontract.
- ◆ If you have a **yellow** star, you have not had a “bad” experience, but you haven’t had a good one either. When you go home for Winter Break, your parents (or others) ask about your experience living and dining at Oregon State. You are deciding what you want to do next year. Where do you want to live, and where do you want to dine? Looking at your star, you decide to move off-campus. You are part of the 72% of students that choose not to recontract or return to the dining centers. Please fold back this final point in your star. You may achieved this outcome, but it wasn’t an absolute function of living on campus.