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## Customer Service Session for Facilities Management Staff

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President John M. Dunn,  
Customer Service Session for Facilities Management Staff  
Feb. 5, 2013

Good morning.

- Welcome to this session on customer service. That's a term we don't use often enough, but I think it's because we don't think of our colleagues and our students as "customers."
- Being professional, polite, responsive and engaging whenever we interact with another member of the staff, the faculty or our students is a critical part of our success formula. We want every member of this community to have a good experience.
- We want ours to be a model for other organizations and other universities. I plan to continue to boast about the exemplary level of service that is part of the facilities management division. You go where not many others do.
- Customer service is an important way we set the tone on our campus. It's a way to signal the respect and care for every member of our University community.
- For our students, your work and attention to excellence helps model professional behavior and can go a long way toward smoothing over the rough patches in the student experience. Those students will count on you when you respond to a facilities call and when they get a chance to work with you as a student employee. (Tell story about two ladies--cooks--who took you under their wings.)

- What this all means is that each and every one of you play a critical role in recruitment and retention. That's a task that every single one of our employees needs to keep front and center in everything we do.
- I'm often reminded of what former NFL player Roger Starbaugh said after he had become a successful businessman. He said, "There are no traffic jams along the extra mile." As far as I'm concerned, we have the road to ourselves, and I'd like to keep it that way.
- Enjoy your session today, and keep up the good work.