

Auxiliary Services

2015 Just how Nice Can one Person Be



Fred Washington

Vice President for Auxiliary Services

Our message last year was “The Buck Stops Here”



Major Accomplishments

- A focused effort to improve the physical facilities used for services and specific emphasis on Customer Service
 - The Zone – A Healthy Dining Experience
 - Main Dining Hall Renovations
 - International Festival
 - Improvements to Fleet Rental Program
 - Retail Center





Other Notable New Valet Services

- Campus Patrol and Housing Courtesy Officer Program
- Tailgate Parking Lot
- Vehicle Transaction Notification
- GetFunds – Online Account Management Tool
- Mobile Health Center Activities
 - Underage Drinking Forum
 - Brother to Brother/Ask It Basket for the Ladies





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Concept Questions

What's Next in 2015 - 2016

- This year lets just make it easy for our customers. – Ideas like Youtube
- We want to be so polite that our employees feel like they are being a pest.
- Stop over relying on technology. We give it far to much credit.
- Stop talking to the experts.



How Will We Do It

- We will continue to resist Passing the Buck.
 - If you get the question the buck stops with you.
 - Work an issue all the way to resolution.
 - Follow Up to make sure the customer got what they needed.
 - Revisit each service to make sure it is easy and it works.





What do I need help with?

Support KPVU 91.3

And Simply Be Polite It Will Make a Difference





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Welcome to the “Hill”