

## THE OFS SOMETIMES MONDAY MORNING MEMO New Year's Resolutions

### HOLIDAYS AND RESOLUTIONS

I hope everyone had a great holiday and enjoyed the time off, I know that my family and I did.

First off, I want to thank everyone who worked over the holidays - we all appreciate it.

The start of a new year is a good time to set goals and review activities for the upcoming year, so with that mind, let me mention some things for you to be thinking about at the start of 2011.

**This is a multi-million dollar business...  
we must run it that  
way.**



### CHARACTERISTICS OF A PROFESSIONAL

- **Appearance**
- **Dependability**
- **Pride in your work**
- **Human Relations**
- **Response to Criticism**



### A THEME FOR 2011

As corny as it may sound, I would like for OFS to have a "theme" for the year 2011.

Consider this -

You are shopping for a tool in the hardware store, and you have checked a few aisles but cannot find the wrench you're looking for. You see a store clerk on their knees filling an empty shelf, and ask: "Excuse me, can you tell me where I can find the pipe wrenches?"



There are three possible responses:

- 1) The clerk says, "aisle four" and doesn't look up at you.
- 2) You get a low volume sigh or even an "eye roll". The clerk stands up to take you to the aisle, but gives the impression that you have just asked him to perform a task of tremendous effort.
- 3) The clerk stands up, acknowledges you with a smile and says "of course, I'll take you there myself", shows you the pipe wrenches, and then asks if he can be of any further assistance.

As a customer, it is probably obvious which response you would prefer. But why would you get the first two responses? Here's the reason: the clerk has been given a task to perform. It's his job. It has been given to him by management or his supervisor and he is most likely measured on how quickly and accurately he completes it. It's a job that has to be done. The store must have its shelves filled in order to sell tools. The clerk isn't really concerned with selling but more concerned with completing his given task. Thus the customer "interruption" is just that, an interruption. It is an interruption to his task, to his daily activity, to his job function perhaps.

What is more important to the organization? Completing the activity that keeps the organization running or serving its customers?

I would answer that both are equally important. How you manage the time required to attend to both is what makes service into great service. We have to both serve our organization and our customers, but the customer comes first. A customer is never an interruption; they are the reason why we are all here. Great organizations have this culture running through their very core.

(adapted from: *Why Are We Here? A Lesson in Customer Service*, by Rob Lyons,

<http://ezinearticles.com/?Why-Are-We-Here?-A-Lesson-in-Customer-Service&id=4867773>)

Regardless of budget, staffing, or any other variable, OFS should be able to provide excellent service. I would like for us to focus on customer service in 2011, and we will talk more about this later. I would like for you begin discussing different aspects of Customer Service in your shop meetings if you're not already doing so.



## APPA SUPERVISOR'S TOOLKIT

NMSU will be hosting the APPA Supervisor's Toolkit from February 21 – 24 at the Golf Course. I would like to emphasize that this class is not just for those who are already supervisors, and attendance at this class would benefit anyone, because it focuses quite a bit on communications skills. We have approximately ten slots to fill, so some folks will be asked to go. However, if you would like to attend, please tell your supervisor.

## EVALUATIONS / GOALS / TRAINING

### SUBTITLED: SKIP IF YOU'RE PERFECT

Those who supervise other folks will need to begin the performance evaluation process soon, however, I want to emphasize that performance evaluations are not just a one way process. Each supervisor owes every employee a well thought out evaluation as well as comments about areas where improvement is suggested. This is also a time for the employee to let the supervisor know of their concerns and goals for the future. None of us is perfect and we all have areas where we could improve, so if an evaluation fails to suggest improvement I will consider it incomplete and I will direct OFS HR to reject it.

Also, any recommended training to improve skills or maintain licenses should be listed on the performance evaluation. With tight budgets, overall training dollars have already been reduced and listing our training requirements will help us defend our expenditures. Also, please make sure that training listed as "required" is listed on the position description as "required" for a license or to maintain a license or certification. If it isn't listed on the PD, then it's not "required" - it's for the improvement of skills to benefit NMSU as well as the individual. Optional training is still beneficial; just don't state that training is required when it isn't. It's all about improvement, and we want anyone who has a desire to improve to be able to.

## VACATIONS / LEAVE

This is also a good time to begin thinking about next summer's vacation request so that "use it or lose it" can be avoided.

## DEPARTMENTAL MEETINGS

I am always willing to answer any questions that people have, and if you would like for me to attend your shop or unit meeting to answer questions, just let me know and I will be glad to do so.

## RETIREMENTS

I would like to thank Tommy and David for their years of service! Also retiring this past month were Janet McQueen, Robert Molina, and Sonny Simpson. Best wishes to all of you in your future endeavors.



It's not exactly work related, but until I get pictures from the new water line and the 2011 electrical outage, these are the most recent pictures that I have. Incidentally, a special thanks to all who worked on those two projects is in order, they were complex projects that went very well.

*Glen*

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