

Subject: Instant HR/Payroll: Seven New Secrets to Outstanding Customer Service, Faculty/Staff Appreciation Days at Mason Dining, MAP Meeting, Performance Evaluation Training and More!
Date: Tuesday, September 15, 2015 at 3:52:31 PM Eastern Daylight Time
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Customer Service Certificate Program: Seven New Secrets to Outstanding Customer

Service

Please join guest presenter, Jeff Toister, this Wednesday, September 16 from 1:00 - 4:00 as he presents "CSCP: Seven New Secrets to Outstanding Customer Service". During this class, participants will be able to identify seven concepts that can improve customer service, create an action plan to apply these concepts to real-world situations, and earn positive feedback from their customers. Additionally, copies of Jeff's book, "Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It" will be raffled off. To register, visit <http://hr.gmu.edu/learning/register.php?id=2300&type=513>. For questions, e-mail Training & Organizational Development at hrlern@gmu.edu.



Faculty/Staff Appreciation Days at Mason Dining

Try out each of Mason Dining's venues this fall and take a walk too! Join fellow faculty and staff for a discounted lunch rate of \$8 from 11:00 am – 1:30 pm on:

September 25 at Ike's ([Part of Healthy Campus Week](#))

October 2 at The Globe

October 9 at Southside

Be sure to bring along a colleague and your Mason ID. To save even more, consider a BYTE plan. Details at <http://masonid.gmu.edu/faculty-staff-meal-plans/>



Chart Your Course: Mason Administrative Professionals, September Meeting

Mason Administrative Professionals (MAP) is a new group custom-created by its members, for its members. If you consider yourself an administrative professional, join us for the next MAP meeting on Tuesday, September 22 from 11:30 – 12:30 in SUB I, 3A. Feel free to bring your lunch and other colleagues that consider themselves administrative professionals. Please RSVP to mapmason@gmu.edu by Monday, September 21. For additional questions, contact Bridget Peabody at 3-6764 or mapmason@gmu.edu.

Evaluation

Performance Evaluations That Get Results!

As the performance evaluation season is underway, HR & Payroll is offering sessions in September and October to provide a refresher of the process. For session dates and to register, visit <http://hr.gmu.edu/learning> and click on the courses tab.

Please note: Details on the evaluation process will be coming out in the next day or two. Thanks so much for your patience.



Reminder: Research Opportunity - Telework Supervisor Survey

Lia Engelsted, a graduate student in the Industrial/Organizational Psychology program at George Mason University, is collaborating with the HR & Payroll department to conduct research on faculty and staff manager/supervisor views about flexible work, particularly telework. In total, the questionnaire will take about 20 minutes to complete. All responses will be kept strictly confidential.

If you have faculty and staff who **supervise one or more employees** who would like to participate, please ask them to click [here](#).

The direct link to the survey is https://qtrial2015az1.az1.qualtrics.com/SE/?SID=SV_3kmqiy9GiEVsv11

The survey is open until Friday, September 25. Participants in the survey will have a chance to win a \$25 gift card.

Have questions before you decide to participate? Please contact Lia at jengelst@masonlive.gmu.edu.

Thanks for your help!