ANNOUNCEMENTS

HR Customer Service Survey:
Human Resources is dedicated to providing exceptional customer service to the University community. Accordingly, we would like to invite you to participate in a brief survey to share your feedback on how we are doing in meeting our goals to best serve you and your departmental needs.

♦ Your participation is voluntary and your responses are completely anonymous.
♦ Your responses will be analyzed with others, and findings will be reported based on group sentiment.
♦ Win a pair of tickets to a Billiken’s Game! Five (5) lucky participants will win a pair of tickets to a SLU sporting competition by opting-in to a raffle. At the completion of the survey, if you choose to enter the raffle, you will be redirected to a separate survey to enter your contact information. The raffle form is completely separate from survey responses, and we will not be able to link your name to your responses. *Limit one entry per employee.
♦ The survey will remain open until October 12 at 5:00pm.

Click HERE to participate in the survey.

BENEFITS

Open Enrollment:
Open Enrollment for medical, dental, medical flexible spending and dependent care will take place from November 1 through November 30. Employees are invited to attend an Open Forum to hear of the changes for 2013. These forums will take place on Tuesday, October 9 at 10:00am in the Learning Resource Center, Auditorium B and at 1:00pm in the Sinquefield Statement (Room 409) in DuBourg Hall. Employees who cannot attend the Open Forum will find the presentation on the Human Resources website under “HR News.”

Retirement:
The Retirement Plan transition to TIAA-CREF continues. Employees will receive a letter from TIAA CREF in the second week of October with the schedule of Retirement Plan Presentations to be conducted on campus, including dates that TIAA-CREF will be on campus. The schedule for the Retirement Plan Presentations is listed below.

Tuesday, Nov. 6 11:30 a.m. – 12:30 p.m. Busch Student Center, 253A – 253D
Thursday, Nov. 8 11:30 a.m. – 12:30 p.m. LRC, Auditorium C
Wednesday, Nov. 14 11:30 a.m. – 12:30 p.m. LRC, Auditorium C
Thursday, Nov. 15 11:30 a.m. – 12:30 p.m. Busch Student Center, 352 – 353
Tuesday, Nov. 27 11:30 a.m. – 12:30 p.m. Busch Student Center, 251
Wednesday, Nov. 28 11:30 a.m. – 12:30 p.m. LRC, Auditorium C
Wednesday, Dec. 5 11:30 a.m. – 12:30 p.m. LRC, Auditorium C
Thursday, Dec. 6 11:30 a.m. – 12:30 p.m. Busch Student Center 170 (Wool Ballroom)

If you are unable to attend, the narrated Retirement Plan Presentation will be available for viewing at www.tiaa-cref.org/slu, beginning November 6, 2012.
BEST PRACTICES

Providing In Person Customer Service:
There are four main strategies to apply in order to provide excellent customer service. These strategies will help ensure your visits are successful.

1. Start on a positive note.
   Offer a warm and professional greeting to break the ice to make communication easier. Throughout your interaction, maintain a sense of professionalism with your body language. Having an open posture, making eye contact, actively showing interest and using nonverbal signals (nodding and smiling) will reassure the customer you’re listening to what he or she is saying.

2. Set expectations clearly.
   Let your customers know exactly what to expect. Be as accurate and realistic as possible. Honesty in the best policy. Making it clear what you can and cannot do will greatly allay customer dissatisfaction.

3. Listen actively.
   Active listening involves fully focusing on what the customer says, demonstrating your understanding and asking questions to clarify when necessary. Paraphrase and restate what the customer is saying to show you are paying attention. Look for nonverbal cues to understand and show the customer you recognize how he or she is feeling. Summarize what a customer has said after he or she finishes speaking to ensure you have understood what has been said.

4. Improve customer understanding.
   Explain your role and service to your customer in a friendly and professional manner. Use language the customer will understand and, if possible, use some of the customer’s own words.

INTERESTED IN LEARNING MORE? Participate in the online SkillSoft course "Customer Service in the Field,” or click here to register for the Human Resources training session, Successful Customer Service, on Thursday, October 18 from 1pm-2pm in the HR training room.

**Mission**

The mission of the Human Resources division is to administer practices and programs that will attract, develop and retain high performing faculty and staff to advance Saint Louis University’s mission of higher education, patient care, research and service.

**MISSION - ATTITUDE - GUIDANCE - INGENUITY - SERVICE**