

# the Personnel Touch

Prepared monthly by FIU Personnel Department.  
An internal communication on FIU Personnel matters, policies, procedure and benefit information. Suggestions on content may be sent to the Personnel Department, PC 220, Extension 2576.

February, 1988  
Vol. 12, No. 2

## UNIVERSITY'S COMMITTEE ON AIDS

The University's Committee on AIDS is formulating information, via revision of the University's AIDS policy, seminars, and brochures/pamphlets, to disseminate to all University employees. Stay alert for more, important information from the University's Committee on AIDS.

## 1988 UNIVERSITY TELEPHONE DIRECTORY

Revisions to the 1987 University telephone directory have been made for the 1988 directory. We used a more automated system this year, so the 1988 directory contains more official information in lieu of the more personally preferred information such as nicknames and working job titles.

We are pleased with the terrific cooperation of the many work units (Computer Services, Personnel, the Word Processing Center, Publications, Purchasing, Duplicating, and University Telephone Operations) that made the directory possible. And we are grateful to the many departments that submitted corrections, in time, instead of realizing necessary changes after the directory is printed.

The directory is now at the print shop and will be distributed by University Mail Services later this month.

Soon, you will see a multiple-copy form that makes it easier for you to continually notify the proper unit of any changes you wish to make to information in the directory.

Here is a morsel of information, of which you should be aware:

The production of the University Telephone Directory is coordinated by Personnel Relations; the FIU listing in the white pages of the Southern Bell directory is coordinated by Physical Plant.

## HIGH QUALITY SERVICE AND YOU!!

High quality customer service is not only a competitive edge, it's a business imperative. Because (1) FIU's business is rendering a service, i.e., delivering education, and (2) we, all, play a vital role in rendering that service. There are two points about which we, at all times, should be mindful. The two points are: A. How service is different than a product, and B. What is a service quality audit and what answers does it provide us?

### A. HOW SERVICE IS DIFFERENT THAN PRODUCT

- ° A services takes up no shelf space and cannot be stockpiled.
- ° The person who receives the service owns nothing tangible.
- ° The more people there are involved with the delivery of the service, the less likely it is that the receiver will be satisfied.
- ° Exerting quality control over a service requires monitoring of morale and attitudes.
- ° The receiver's expectations of the service are integral to his or her judgement about the quality of the service.

Source: Service America! by Karl Albrecht and Ron Zemke, Homewood, IL: Dow Jones-Irwin, 1985. pp. 36-37.

### B. WHAT IS A SERVICE QUALITY AUDIT, AND WHAT ANSWERS DOES IT PROVIDE US?

Whereas a production line is a series of technical operations, the "service line" is a series of customer experiences!

A Service Quality Audit is a means for diagnosing the quality of service experiences an organization's customers participate in and determining the positive and negative impact of those experiences on the organization's well being.

SERVICE QUALITY AUDIT (Continued)

\* The Service Quality Audit answers four major questions:

1. How important is service quality to this organization?
2. How effective are we:
  - in the external customers eyes?
  - in the internal customers eyes?
  - compared to the competition?
3. What are our improvement opportunities?
  - Fail points
  - Internal barriers
  - Service recovery
  - Supervisory/management practices
4. How adept is this organization in responding to customer needs -- present and future?

Despite our personal time constraints in our fast-paced world of career imperatives, family imperatives, community involvement, etc., it is, from time to time, essential for us to make time to conduct a personal service quality audit in our area/s of work. Also, conducting such an audit in our periodic staff meetings could prove to be quite fruitful to departments and to FIU.

FEBRUARY 1988 NEW EMPLOYEE ORIENTATION

The February New Employee Orientation programs will be conducted as follows:

<u>North Miami Campus</u>	<u>University Park</u>
Wed., Feb. 17, 1988 9:15 a.m. - 12 Noon TC 333-B	Fri., Feb. 19, 1988 8:30 a.m. - 12 Noon PC 521

Please call Ms. Myoushi Jones at 554-2534, by Monday, February 15, 1988, to confirm your attendance. Please remember, OPS employees are also invited.

FEBRUARY 1988 BLOOD DRIVE

Dade County is experiencing a critically low level of available whole blood. In an effort to fulfill our share of "service to the community", the employees of the PC building are sponsoring a blood drive for the American Red Cross.

Giving blood takes less than an hour, including registering, medical history and relaxing with refreshments. The actual donation takes about 10 minutes.

We need your help! Can we count on your support? When the captain of your

FEBRUARY, 1988 BLOOD DRIVE (Continued)

department approaches you with a donor card, please say yes. Sign up! The drive is as follows:

Monday, Feb. 22, 1988 - 9:00 a.m. - 2:00 p.m., Room PC 521.

Please contact Ms. Myoushi Jones, Drive Coordinator, at extension 2534; for more information.

EMPLOYEES INTERESTED IN GED

Passing the General Educational Development (GED) Test is equivalent to obtaining a High School Diploma. The GED can help you to meet college entrance requirements and can help you move up in the career of your choice. For information about the GED test, please contact the Personnel Office of either campus for a GED Information Kit; or call Mrs. Connie Gilbert, Supervisor; Office of Vocational, Adult, and Community Education; (305) 376-1869.

DISCOUNT RIDE COUPONS NOW ON SALE FOR 1988 YOUTH FAIR

The single ride coupon price at the Dade County Youth Fair will be 45¢ - with individual rides taking from 1 to 5 coupons each. You can beat those prices by buying unlimited books of these ride coupons now on sale during the Early Bird Special at the Cashier's Office of either North Miami or University Park Campus. These coupon books are good on any day of the Youth Fair - Saturdays, Sundays or holidays; it makes no difference. Only during the Early Bird Special, a book of 21 coupons sells for \$6.00. The Early Bird Special midway ride coupon books are on sale (cash only) at the Cashier's Office until: March 16, 1988. The Cashier's Office hours are Monday - Thursday, 9:30 a.m. - 3:00 p.m.; and 5:00 p.m. - 6:30 p.m. and Friday, 9:00 a.m. - 3:00 p.m. The 1988 Dade County Youth Fair runs March 17 through April 3 on the Youth Fair grounds at SW 112 Avenue and Coral Way (24th Street) in Miami. Gates open 4:00 p.m. weekdays and 10:00 a.m. on Saturday and Sunday with a special no-school early opening at 12 Noon on Friday, April 1.

A VERY HAPPY RETIREMENT IS WISHED FOR THE FOLLOWING UNIVERSITY EMPLOYEES:

Edward Wessa, Groundskeeping Supervisor II, Physical Plant; employed 5/27/77 - retired 1/7/88.

Angela Barrios, Custodial Worker, Physical Plant; employed 1/29/78 - retired 1/29/88.

John DeHoff, Painter, Physical Plant; employed 2/27/78 - retires 2/27/88.

Ellen Wessa, Administrative Secretary, Purchasing; employed 10/9/73 - retires 2/25/88.