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BASC News and Views December 2014

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NEWS & VIEWS

Volume 12 Number 2

A Newsletter for BASC Employees and their Families

December 2014

Executive Director's Corner

Greetings,

It is hard to believe that the Fall '14 semester is almost over and that the holiday season is once again upon us.

As the semester comes to a close I think it is a good time for us to reflect on our accomplishments. The fall semester proved to be very busy for all areas of BASC and our success reinforces how our commitment to teamwork is part of what makes us great.

The number of meals served in Brockway and Harrison continued to grow beyond last year's records. As usual our teams in these dining halls were not only able to keep up with the demand but managed to still provide exceptional meals and customer service.

The team in The Square and Subway managed to pull off flawless "Grand Openings" even though the final

touches of the renovations weren't finished until the 11th hour. Thanks to everyone pulling together and burning some midnight oil The Square and Subway looked great and started serving our delicious new menus on day one.

Hartwell Café, Kinetic Kafe, Aerie Café, TRAX, and Eagle's Nest have all made some service and menu changes that have been well received by our customers. This effort to continually expand the items offered ensures that we continue to surprise and delight our customers.

The Catering and Concessions teams continue to provide the BASC touch (sometimes on a moments' notice!) for our many events and athletic competitions.

Speaking of grand events, I am particularly proud of how the entire company came together to support the



Executive Director Dana Weiss

combined Homecoming/Family Weekend/Courage Bowl Event. This was a tremendous undertaking for the entire campus community, and I am pleased to say that BASC played a large part in making the week and weekend a success!

The Conference and Events team is busier than ever as well. Conference and Events is spearheading the transition to the Event Management System (EMS) software platform which, when implemented, will positively transform the way our campus schedules and manages events. Additionally, their office is taking the lead in organizing the logistics for the Special Olympics New York Summer Games which will be held here June 5 - 7, 2015; all while

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Great things have been happening this semester from informal and formal training opportunities, to the ongoing dedication of the Continuous Improvement Team (CIT), to the efforts of our team to make a positive difference each and every day.

This semester informal training has been happening in our units around our 10 service standards, with each month focusing on a specific standard. There are a couple of formal training opportunities coming up in January. First, ServSafe training and certification is taking place January 6 - 8, with recertification being offered on January 13. **Ken Bonczyk** will be contacting team members eligible and/or due for this training. Connection Specialist training is being offered January 14 - 15. To date, we have 32 team members with this certification and we plan to certify 20 more in January.

Our CIT is exploring opportunities to continue to improve our operations. Team members include: **Jeff Collins, Steve Miller, Sarah Plain, Kelly Pratt, Pam Fostano, Bill Kerr, Mary Crumb, Linda Marshall, Debbie Rockow, Anthony Geraci, Patty Sorel, Gail Pfeffer,** and **Anna Hintz**. If you have an idea that you'd like this team to consider, please talk to one of

"Serving you best by knowing you first"

How do you connect?

Like so many of you, **Joan Grossman** and **Loreen Stetzel** got in to the spirit of Halloween and dressed in costume that day. Their costumes were very creative, hand-made Lego people.

In talking with Joan and Loreen it was clear that the reason they enjoy dressing up is to have fun and brighten their customers' day. They chose Legos because they knew that many students grew up playing with these toys.

They certainly achieved their goal - students got a kick out of their costumes, were snapping photos from their phones, and smiling ear to ear over the Lego people.



Joan Grossman and Loreen Stetzel delighting customers dressed as Lego People for Halloween.

the members.

Most importantly, our team members have been doing a great job this semester caring about each other, our customers, and our company. Nearly 100 of you have been "Caught in the Act of Caring" and are making a positive difference in our work environment, the quality of our products, and our customer service! We're looking forward to awarding some monetary prizes in our semester drawing in December.

Through our collective efforts we've been able to accomplish many things this semester. To mention a few, we successfully renovated and reopened the food court in the Union, now called The Square and we opened the brand new Subway—both of which have received great reviews from our customers! Aerie Café tweaked its service counter layout to expedite service. Hartwell Café added new hot items to its menu. Catering hosted a significant number of events over Homecoming & Family Weekend, and Concessions served a tremendous crowd at the Courage Bowl. Brockway and Harrison continue to serve a record number of meal plan meals while keeping lines to a minimum! Conferences & Events is making progress in the campus rollout of the

Event Management System (EMS), the Bookstore is piloting a new app, and the Business Office sold over 160 Good-E-Pax this fall. None of this would have happened successfully without our team working together with the common goal of providing outstanding service for our customers.

Our Dining Service survey wrapped up in November. We look forward to reporting results in the spring semester. Also in the spring semester is the Student Opinion Survey (SOS). This is the survey that allows us to see how our services rank among all SUNY schools. Both of these surveys help us to measure customer satisfaction and to determine our strategies moving forward so that we continue to meet or exceed our customers' expectations. Based on the success we've been able to achieve together this semester, we believe that we are positioned to score favorably in these surveys. Of course, we can't take our eye off the ball and everyday need to deliver on our promise of "Serving you best by knowing you first."

Thank each of you for your continued dedication to your teams and to our customers. You can and are making a positive impact!

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still handling the numerous events and conferences that occur all year long.

Our Business Office not only makes sure that everything runs smoothly with Easy Money, ID cards and access - they also deliver joy to our students with our Good-E-Pax. Thanks to their efforts our Good-E Pax continue to provide student recipients with a nice surprise from home!

Our maintenance team continues to make sure everything runs smoothly even if they have to channel MacGyver a little more often than they care to.

Similarly, our IT team keeps our systems running without a hitch. They tirelessly solve tech problems with a smile for people like me who are often somewhat challenged by new iPhones and the like.

Marketing makes sure that our company brand is consistently communicated in a positive way by advertising our specials, WOWs, and accomplishments. They also provide invaluable feedback regarding customer satisfaction through focus groups, surveys, and by monitoring and responding to social media.

The finance team works every day to keep us fiscally strong and the HR team ensures that BASC remains a great place to work.

The Bookstore team once again has helped students save money by providing affordable textbook materials by working with faculty and constantly coming up with innovative programs such as used book rental. All this, and the store is always stocked with great Brockport apparel – have you seen the expanded collection of holiday sweats?

All of these many success stories are proof that at BASC: ***We succeed through our TEAM.***

And I am sincerely grateful to each and every one of you for your great teamwork!

As with most great teams eventually the time comes when change will occur. I am sure that you are all aware that **Barb Carpenter, Gary Stevens, John Mlyniec, Mike “Smitty” Smith and Ralph Eisenmann** will all retire from BASC after this semester. I am sure you will join me in thanking them for their years of service and their many contributions to BASC’s success through the years. The BASC Farewell Celebration will be on Wednesday, December 17 from 2:30 - 4 pm in the Eagle’s Lookout. I hope to see you all there.

Speaking of transition, after 17 years with BASC, **Johnna Frosini** and her team in Parking and Transportation Services will be reporting to the

campus Facilities and Planning department as of January 2015. I am sure that I speak for all of us when I thank Johnna and her team for their years of service and wish them the best in the future!

In closing, I just want to congratulate and thank all of you for a great Fall 2014 semester. I am certain that we are consistently meeting, and more importantly exceedingly, our customer’s expectations. I believe that this will be reflected in the NACUPS survey results, and if we keep moving in this direction perhaps we will recapture the #1 ranking via the SUNY survey this spring. It is important, however, to remember that even if we don’t achieve our much sought after #1 ranking in SUNY the most important thing is that we continually challenge ourselves to provide outstanding quality and service every day. The true reward is in knowing that we do our absolute best every day to achieve this.

I wish you all a Happy Holiday Season filled with Joy!

Dana

Special Olympics NY

The College at Brockport is pleased to be hosting the 2015 Special Olympics NY Summer Games June 5 - 7. Nearly 2,000 athletes and coaches will be on campus for the competition.

BASC will be involved in service delivery during this exciting event. Stay tuned for more details.

Think Pink Results

Thanks to everyone who participated in *Think Pink!* during the month of October. Combined, BASC was able to contribute \$436 to the Breast Cancer Research Foundation!

Around the Water Cooler



Administrative Announcements

Congratulations to **Ken Bonczyk's** son, **John**, who got married this past June at Belhurst Castle in Geneva, NY.

Jean Gilman's daughter, **Jenna**, got married in September at the Pillars Estate in Albion, NY. It was a beautiful day shared by lots of family.

Accounting would like to wish Student Manager **Eric Rouse** the best of luck as he accepted an internship with DeMott & Smith CPA's in Rochester, NY.

Vern VanSkiver is back in one piece from playing baseball in Arizona. His team may have lost in the playoffs but they got to play against Doug Flutie's team from Boston.

Congratulations to **Mike Smith** and wife, **Laurie**, for the birth of their second grandchild. **Celine Juliet** was born on August 9.



Mike Smith with grandchildren

Congratulations to **Steve Miller** on the birth of grandchild number 18!

Jacob David Miller was born on November 9 weighing in at 8lbs., 15oz. All are doing well.



Jacob David Miller

Brockway Blurbs

Congratulations to **Karen Prince** who became a grandmother for the first time.

Brockway would like to welcome

Gina Maclaren as our new assistant manager. We're looking forward to having her as a part of the team.

Best wishes to **Jess Marks-Forder** on her next adventure in life. Thank you for your dedication to BASC over the years.

Harrison Highlights

Harrison would like to welcome **Luis "Junior" Rodriguez** and **Sally Avino** to the team!

Welcome to our new student managers: **Casey Cappelletti**, **Julio Cedeno**, and **Dean Purpura**.

Thank you to **Andrea Smith** and her fellow campus artists for their contributions this past year with painting for our marketing events. Congratulations to our Halloween winners. First place was **Adam Wilcox** for his portrayal of Shrek, second place was **Tony Geraci** who was Frosted Flakes' Tony the Tiger, and third place was **Carol Anne Beaucaire** who was a ceramic doll. Everyone who participated looked fabulous.

Congratulations to **Fred McMillan's** son for his accomplishments this football season.

Congratulations to **Adam Wilcox**, **Christine Passerell**, **Kevin Mosher**, and **Carol Anne Beaucaire** for their recognition for being Caught in the Act of Safety!

Eagle's Nest and TRAX Tidbits

Congratulations to **Gabby Gross** for her promotion to full-time!

Best of luck to **Dan Austin** in his new position at Jitterbugs Café.

Congratulations to **Sonya Moyer** on the birth of grandchild number two.

Best of luck to Student Manager **Anthony Perdigao** for his new job at Unity Health!

Kinetic Kafe Kahoots

Welcome back to **Laurie Magliocco**. The concession team is especially happy to have you return, but we've all missed you.

Thank you to **Janet Olivieri** from catering for assisting Kinetic Kafe during our buffet style breakfast option earlier this semester.

A big thank you to all who supported concessions during this year's Courage Bowl Homecoming game. Specifically thank you to:

Debbie Rockow, **Darlene Sietman**, **Larry Hueser**, **Jeremy Rheinwald**, **Pattie Rowley**, **Desta Walker**, **Heather Packer**, **Karen Prince**, **Lisa DiClemente**, and **Carmen Lorenzo**.

The Square Scribbles

Over mid-semester break, **Sarah Plain** and her husband took a very fast trip to the Adirondacks and climbed Wrights, Algonquin and Iroquois high peaks while also doing the complete loop through Avalanche pass and Mercy dam. The hike was 14 miles long and took them 10 hours to complete, with the highest peak at 5,115 feet!

The Square is happy to have **Laurie Magliocco** back in action. Special thank you to all who have worked hard to get Subway up and running. It looks great and everyone's hard work doesn't go unnoticed.

Francesca Menendez has a lot to

Around the Water Cooler Continued

celebrate! Her son, **Brandon**, recently purchased a house in Holley. Her older daughter, **Staci Seeler**, purchased a house in Murray that has land for Fran to garden in. Fran's two youngest daughters, **Brittany** and **Shelly** became engaged this past summer. Shelly is currently in China

learning Mandarin to communicate with her fiancé's family, who are Mongolian.

Farewell Party

A farewell party is scheduled for the following BASC employees: **Barb Carpenter, Ralph Eisenmann, John Mlyniec, Mike Smith (Smitty), and Gary Stevens.**

Please join us on Wednesday, December 17 from 2:30 - 4 pm in the Eagle's Lookout in the Tuttle Athletic Complex as we thank these team members for their service. Parking is available in Lot T.



Presents for Residents

BASC's holiday gift drive for Brockport Beikirch Nursing Home residents

Help spread the holiday cheer! We are helping our community during the holiday season by adopting Brockport Beikirch Nursing Home residents. The "Presents

for Residents" gift drive is a great way to show local Brockport seniors you care. Here's

how it works:

- 1) Each unit has a board with resident's names. Select a tag and record it on the master sheet.

- 2) Purchase the gift noted on the tag.
- 3) Return the unwrapped gift with the tag to the point person for that unit by **Friday, December 5.**

Last year we were able to provide a gift to each of the 114 residents who were truly appreciative of our efforts.

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Barb Carpenter for the loss of her mother-in-law who passed away in September.

Welcome New BASC Employees

Since the last *News & Views* issue in August, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:

- **Sally Avino** - Harrison
- **Mary Crumb** - Harrison
- **Mike Ellinwood** - Harrison
- **Alex Grabar** - Harrison
- **Luis Rodriguez** - Harrison
- **Sonya Moyer** - TRAX
- **Stephen Toole** - TRAX
- **Araunah Escoffery** - Jitterbugs

Open Enrollment

BASC medical and union dental open enrollment is currently in progress. Now is the time to enroll or change your current insurance plan. If you have not done so already, please submit your forms to Human Resources as soon as possible.

Bookstore Employee Discount

The Bookstore would like to remind anyone thinking ahead for holiday gifts that as an employee you get a 20% discount! Be sure to stop by the Bookstore before winter break.



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Santa's Coming!

Santa is busy making his list and checking it twice. He's looking forward to seeing all the BASC children and grandchildren at the annual Kids' Santa Party on Saturday, December 13. Festivities will take place at Brockway Dining Hall between 10 am and noon. Word has it that Santa may even be bringing an early gift for children ages nine and under. But this party isn't just for kids. Santa wants to see all you adults, too. There'll be plenty of photo opportunities—



not to mention cookies and milk for everyone.

Even if you don't have a child to bring to the party, come and enjoy the fun with your co-workers. For any questions contact head elf **Jean Gilman** at 395-2479.

Payroll Information

Please make sure that the address on your most recent paycheck is correct. Not only will the last paycheck in December be mailed to that address, but your W-2 forms will too in January. To change the address on your paycheck, please complete a change of address form and return it to Human Resources.

Student Scholarships

BASC is excited to announce that we'll be accepting applications for student employee scholarships again this year.

These scholarships will be awarded through the Brockport Foundation and may be used in the 2015-16 academic year for educational expenses at The College at Brockport as long as the student

remains an employee of BASC.

BASC student employees who work in Administration, Dining Services, or the Bookstore and meet designated criteria are eligible to apply. Managers, full-time, and part-time employees may encourage those deserving students to apply and offer to provide them with a letter of reference.

Applications are due by March 2, 2015. More specific information will be emailed to all student employees in January.

Halloween Contest Winners

Thanks to everyone who participated in our annual Halloween costume contest. As always, there were some really creative costumes. Congratulations to our winners:

Administration:

Kelly Bodine, Barb Carpenter, Jean Gilman, Denise Putt, and Patty Knapp

Aerie Cafe:

Kelly Pratt and Samantha Lotzow

Bookstore:

Staci Seeler

Brockway:

Andrew Zimmer, Diann Hughes, and Lisa DiClemente

Harrison:

Adam Wilcox, Anthony Geraci, and Carol Anne Beaucaire

Kinetic Kafe:

Steve Stoll, Debbie Rockow, Darlene Sietman, and Payge Carlin

TRAX

Amanda Catherwood

The Square:

Joan Grossman, Loreen Stetzel, Liz Morrow, Gail Pfeffer, and Brittany Buell

Dining Services

Safety

Spotlight



At BASC, we value safety and make it a key priority. A number of initiatives have been implemented this semester that demonstrate our commitment to safety and more is being planned for next semester.

First, it's important to keep safety top of mind. This semester we emphasized a safety policy reminder each month and included a safety spotlight in the BASC Weekly e-newsletter. Many of these topics were also discussed in our Daily Line Up meetings. These strategies were aimed at keeping us focused on working safe.

We also reinstated the Safety Team. The role of the Safety Team is to review operating practices and make recommendations to improve safety in the workplace.

Safety Team members include:

- Team Leader - **Ken Bonczyk**
- Brockway - **Michele Brown**
- Catering - **Patty Sorel**
- Harrison - **Lloyd McCauley**
- Human Resources - **Char Charles**
- Kinetic Kafe - **Jermaine Toppin**
- Maintenance - **Steve Osborne**
- The Square - **Larry Hueser**
- TRAX - **Sonya Moyer**

Feel free to talk with any member of the Safety Team if you have ideas or recommendations for improving workplace safety.

One of the recent recommendations of the Safety Team has been

to provide additional training. A safety module is being included in the Student Manager training in January, and general knife training is currently being explored. Stay tuned for more details.

Also at the recommendation of the Safety Team, dining safety policies are being consolidated to streamline communication around safety expectations. Once complete, these updates will be shared with all team members.

To kick off the spring semester, we will be focusing on a different safety topic each month. In January and February we will focus on the prevention of cuts, March will feature burn prevention strategies, and April and May will highlight ways to avoid slips and falls.

As a reminder, team members can get “Caught in the Act of Caring” about safety in a number of ways. Consider offering a tip or suggestion to improve safety in your unit.

Safety is everyone's business and working safe benefits both the employee and the organization. Thanks for doing your part—stay safe out there!

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Halloween Hullabaloo



Happy Birthday!



The following employees will celebrate a birthday this winter:

December

John Spamer	Brittany Buell
Gina Maclaren	Sarah Kielaszek
Patty Sorel	Robert Jenks
Kevin Mosher	Sarah Olds
Anna Hintz	Kristen Dempsey
Sarah Carrillo	Jonathan Palmer
Jeffrie Pack	Lisa DiClemente
Mike Smith	Bill Lemcke
Lynda Sikorski	Stephen Toole

January

Jaymi Gooden	Nellie Devlin
Sheri Burnside	Richard Reynolds
Mark Kinsey	Shane Hartigan
Loretta Ettinger	Skylar Francis
Daniel Austin	Desiree Greenwood
Emily Taylor	Carol Anne Beaucaire

February

Sean Foley	Linda Mitchell
Loren Stetzel	Chris McCauley
Mary Crumb	Jeff Davidson
Gail Pfeffer	Olivia Pattee
Gary Stevens	Paul Brundage
Brian Dwyer	Diann Hughes
Tiffany Eagle	

Contribute to N & V's

Email your items to kelly.bodine@basc1.org. You can also drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **February 6, 2015**. The *News & Views* is also available at basc1.org (select the employee link.)



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