Executive Director's Corner

Happy Spring!

As another academic year closes I want to take this opportunity to thank everyone for your hard work and dedication to our company values. Your commitment to providing exemplary customer service has resulted in BASC dining receiving our highest NACUFS customer satisfaction score ever! Not only is this score our personal best - our score is well above the industry average!

Dining is not the only area that had a great year, our bookstore survey results were excellent, our conference and events team continues to produce successful events and conferences, and behind the scenes our Business Office, Accounting Office, Marketing, Maintenance Services and IT Services provide the support needed for us to do our jobs efficiently and effectively.

It is truly a team effort that makes BASC great and each and every BASC team member should be proud of what we have accomplished.

If I asked each of you to share a story from this year that made you proud to be a BASC team member I am certain that I would hear about a great WOW that took place, or the Best of the Best Chefs competition, or how smoothly a special event went, or any number of examples of “planned” events or activities. Of course it is important for us to make sure that these events are points of pride since the spotlight is focused on them. But what truly makes me proud of our team doesn’t happen with a lot of fanfare. I am proud of our commitment to providing excellent products and extraordinary customer service every time we interact with our customers. This occurs each time you address our customer by name, when you know their “usual” before they ask for it, when you offer a word of encouragement or even just a smile.

This embodies our commitment to providing excellent customer care and in making each impression a positive one. This is what makes BASC successful!

I would also like to congratulate our team members who have received awards for their exemplary service. Congratulations to Theresa Holupko and Kevin Mosher for receiving the BASC Exemplary Service Awards.

So as the semester closes keep up the good work so that we can finish strong and come back to achieve even greater heights in the new academic year.

Have a great summer- see you in the fall!

Dana
Connecting with our customers is at the heart of what we do. It makes a positive difference in the lives of those we interact with, and enables us to fulfill our mission and vision. Further, it is our team members who enable our organization to achieve its goals. Together, we’ve accomplished great things in regard to customer service this academic year and it’s worth taking a moment to reflect on some of those achievements.

**Connection Specialists**
A total of 18 team members participated in the Connection Specialist training in January bringing our total number to 86! We continue to receive positive feedback about this program with 100% of participants stating that they’d recommend this class to others. Our next class is scheduled for January 2018. More information will be available in the fall. Let your supervisor know if you’re interested in attending.

**Recognition**
‘Kindness Counts’ was our theme during the fall semester and we met the challenge to earn 10,000 points ahead of schedule! We keep ourselves and others safe at work, and made conscious efforts to spread kindness to others.

During the spring semester, many team members received notes of recognition for exemplifying our BASC values from the management and professional staff. We look forward to the special Recognition Raffle at the End of the Year Gathering where one lucky recipient will win a prize.

**Continuous Improvement Team**
The Continuous Improvement Team has been a great resource for exploring improvement opportunities. This year the group provided feedback regarding the Return to Work Meeting, employee craft day, company holiday party, new training topics, exemplary service awards, recognition programs, Denim Dollars, End of the Year Gathering and more. Thank you to the following team members for their active participation this year: Dave Hillman, Linda Eichas, Jeff Collins, Steve Miller, Sarah Plain, Kelly Pratt, Mary Crumb, Michele Brown, Linda Marshall, Debbie Rockow, Liz Morrow, Teresa Holupko, and Patty Sorel.

**Goals and Measurement**
The National Association of College Stores (NACS) Bookstore survey took place earlier this semester and we’re happy to report that both student and faculty satisfaction remained strong with an overall score of 4.14 and 4.15, respectively, on a 5-point scale.

As reported in the February *News & Views*, we achieved our highest overall satisfaction score to date on the National Association of College and University Foodservice (NACUFS) Dining survey - 4.18 on a 5-point scale! See page 3 for more detailed information about the survey results. Recent focus group meetings confirmed that students are overall very satisfied with our dining program and especially the BASC team members with whom they interact with.

We are currently wrapping up our employee survey and look forward to reporting on those results in the fall.

As another academic year comes to a close, let’s send our students off for the summer or their next life adventure with all the warmth that we welcomed them with in the fall. As always, thank you for the work that you do and for making a positive difference everyday!
For the past eight years, we have utilized the National Association of College & University Food Services (NACUFS) survey tool to help us gauge how well our program is meeting the needs of the campus community. This allows us to not only gain customer feedback about our program, but also to compare our results with those of other institutions in the northeast region and across the country. This year’s overall dining service score was 4.18 out of a possible 5, a slight increase over last year’s score of 4.13. Our dining program continues to be among the very best with scores above the industry average and the northeast region.

The survey asks participants to rate a variety of topics in terms of both importance and satisfaction. From the survey data we’re able to focus our energies on the areas that are most important to people. There are many areas that customers have identified as important and they are very satisfied, like friendliness of staff, cleanliness, appearance, and service overall. We want to keep doing those things really well! In terms of improvements, we want to focus our attention on those areas that are important to customers and that don’t fare as well in terms of satisfaction. These areas have consistently included:

1. Hours of operation
2. Value
3. Freshness
4. Taste
5. Nutritional Content
6. Variety of menu choices
7. Variety of healthy menu choices

It is important to note that we’ve made great improvements in these areas over the past few years, and in almost all cases our satisfaction scores are higher than the industry averages.

We are very pleased with this year’s survey results and want to continue this momentum moving forward! In the spirit of continuous improvement, the table below includes the top areas of focus and specific short and long-term strategies to address them. Many of these strategies should look familiar because they are things that we’ve been working on throughout the past few years.

### Area of Focus

<table>
<thead>
<tr>
<th>Short-term Strategy</th>
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<tbody>
<tr>
<td>Additional hours at Fiesta</td>
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<tr>
<td>Evaluate hours of operation for efficiency</td>
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<tr>
<td>Coupons, value promos, Subway text offers</td>
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<tr>
<td>Meal bundle pricing</td>
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<tr>
<td>Refillable Mug—20% savings</td>
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<tr>
<td>Pepsi promos</td>
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<tr>
<td>On-campus bakery</td>
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<td>Local food event—NY Campus Crunch 10/19/17</td>
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<tr>
<td>Increase use of fresh produce - replace canned/frozen</td>
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<tr>
<td>Fiesta &amp; Sprouts made-to-order options</td>
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<tr>
<td>Chef driven, freshly prepared recipes—Fiesta</td>
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<tr>
<td>Flavor stations and seasoning</td>
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<tr>
<td>Addition of Fiesta</td>
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<tr>
<td>Additional customizable items on dining hall menus</td>
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<tr>
<td>Summer testing of new menu items</td>
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<tr>
<td>Promotion of Nutrition Tracker</td>
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<tr>
<td>Ongoing expansion of menu items on Nutrition Tracker (i.e. specialty café drinks)</td>
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<tr>
<td>Expansion of vegetable centric menu items</td>
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<tr>
<td>Beta test of nutrient dense retail grab ’n go items</td>
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<tr>
<td>New menu items added to dining hall cycle menus</td>
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<tr>
<td>Evaluation of special cycles in retail</td>
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<tr>
<td>New products in retail using Food Fair results</td>
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<tr>
<td>Halal offerings in dining halls</td>
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<tr>
<td>Aerie Café redesign and menu offering expansion</td>
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<tr>
<td>Nutrition-related programming in test kitchen</td>
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<tr>
<td>MyPlate Challenge - campus partnership</td>
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<tr>
<td>Expand gluten free &amp; other special dietary options (vegetarian meals) at The Square</td>
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<tr>
<td>Addition of whole grain &amp; vegan baked goods in retail</td>
</tr>
<tr>
<td>Evaluate menu trends &amp; new retail products</td>
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<tr>
<td>Product innovation</td>
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<tr>
<td>Development of culinary team</td>
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<tr>
<td>WOWs and monotony breakers</td>
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<tr>
<td>Expand Halal offerings in dining halls</td>
</tr>
<tr>
<td>Marketing of healthy options</td>
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<tr>
<td>Culinary training led by Executive Chef Richard Reynolds/ongoing Chef/Manager industry exposure &amp; training</td>
</tr>
<tr>
<td>Expansion of Sante Station in Harrison</td>
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</tbody>
</table>

### Long-term Strategy

- Evaluate retail & residential hours to find the right balance to meet customer needs within budget constraints
- Competitive pricing
- Value-based promos in retail
- Subway
- Minimal price increase for Any 5 and 7 plans
- SmartTemps monitoring system
- Made-to-order & customizable foods
- Balance between convenience & fresh
- Seasonal menu items in dining halls
- Customization education—season/flavor to taste
- Labeling in dining halls (Vegan, Vegetarian, plus 9 major allergens)
- Maintenance of the Nutrition Tracker system
- iPads in 5 dining units + demo station
- Expansion of Sante Station in Harrison
Where In The World Are They Now?

BASC Student Managers are an integral part of our organization and everyday operations. Over the years we’ve seen a lot of students graduate as new faces and friends come in. So where are these students now?

Name: Dan Kandris
Student Manager Position: The Square, formerly known as The Union
Graduation Year & Major: Dan completed his undergraduate degree in 2007 with a major in Creative Writing and Philosophy. In 2010 Dan graduated with a masters in Science in Education in Counselor Education with a specialty in College and Mental Health Counseling.

Involvement on Campus:
In addition to being a Student Manager for BASC Dan was in the Educational Opportunity Program (EOP) as an undergraduate and involved in the Nu Chapter of Chi Sigma Iota in graduate school, which focuses on promoting excellence in the profession of counseling.

After Graduation:
After graduating with his masters Dan purchased a house in Hamlin where he lives with his wife and daughter. Dan currently works at the mental health agency, DePaul Community Services. He is also an adjunct professor for the Counselor Education Department at The College at Brockport where he teaches Introduction to Counseling for undergraduate students who may be interested in getting into the field.

Here’s what Dan said about the impacts of having been a BASC Student Manager:
“Being a student manager helped me to improve my communication skills, team building skills, seeing things from the perspective of others, time management, and developing organization systems for the betterment of a team. I was big on making lists and spreadsheets to ensure accountability without micro-managing. I have continued to utilize these methods in my supervisory role today. I also learned the value of discovering an individual’s strength(s) to assist them in using those strengths to overcome challenges. This has been a huge help with the students I teach. I am also thankful and fortunate to have met lifelong friends within BASC that have extended well beyond my BASC career.”

Student Scholarship Recipients
BASC congratulates our student scholarship recipients who received a total of $16,000 with the help of our Barnes & Noble and Pepsi business partners.

Barnes & Noble/Pepsi Award Recipients:
Casey Attenberger, Catering
Kaylee Burns, The Square
Shanelle Hodge, Harrison
Lilia Hutchinson, Brockway

Jennifer Van Etten, Harrison Pepsi Award Recipients:
Paul Schneider, Harrison Barnes & Noble Award Recipients:
Laura Redinger, Bookstore Breanna Steward, Brockway Shaday Turner, Brockway Sandra A. Mason Award Recipient:
Gregory Toms

Summer Schedule
The summer work schedules are in the final stages of being completed. They will be distributed at the End-of-the-Year Gathering on Monday, May 15. If you have questions regarding your summer work schedule, please see your unit manager.

Save the date
Thursday, August 10
Return to Work Gathering
Student Appreciation Day and Congratulations Graduates

Every year colleges and universities across the country recognize the importance of the student work experience during National Student Employment Week. As one of the largest student employers on campus, BASC recognizes the contributions our student employees make in our daily operations. BASC held it’s second Student Appreciation Day, in celebration of Student Employee Week, which was filled with raffles, food, and fun. Earlier this month we also continued our tradition of hosting our annual Student Manager Appreciation Night. At this event we thanked our student managers for the contribution they make to the BASC team and recognized those who are graduating. Please join us in congratulating all of our graduating student managers and wish them the best of luck on their future endeavors. Thank you for all of the hard work you have put in over the years.

Sharon Bigham, Brockway  
Dylan Conway, Brockway  
Courtney Corcoran, Brockway  
Jaymi Gooden, Brockway  
Desiree Greenwood, Brockway  
Emily Fleming, Catering  
Brenna McDonald, Catering  
Jenny Morrow, Catering  
Mijana Coric, College Events  
Shanelle Hodge, Harrison  
Jacob Krainson, Harrison  
Emily Moses, Harrison  
Omar Negron, Harrison  
Dan Ortiz, Harrison  
Kristen Vice, Harrison  
Anne Collins, The Square  
Anrisa Green, The Square  
Amanda Klein, The Square  
Ariel Leahy, The Square  
Katherine Paredes, The Square  
Alyssa Vogel, The Square  
Yurong Zhang, The Square  
Patrick Crocker, TRAX  
Victoria Helfer, TRAX
Administrative Announcements

Congratulations to Accounting Student Manager, Yurong Zhang for winning the Pettis Business Competition this past Scholar’s Day. He is also graduating this May from the Forensic Accounting master’s program and will be moving back to China to start his career. He will be greatly missed!

Welcome back to Anita Herring. You were missed during your absence!

Congratulations to Kelly Bodine and boyfriend, Seth, for their newest edition, a French Bull Dog named Carter. Kelly also successfully completed the Flower City Challenge half marathon in downtown Rochester in the pouring rain.

Brockway wants to congratulate both Exemplary Service Award winners, Kevin Mosher and Teresa Holupko. Your hard work doesn't go unnoticed!

Congratulations to Lisa Di-clemente’s daughter Amanda on her upcoming National Guard Awards Ceremony!

Conferences & Events

Jeff Collins attended the Association of Collegiate Conferences and Events Directors - International (ACCED-I) 37th Annual Conference in Orlando, Florida this past March. This educational event for conferences and events professionals included networking opportunities, numerous keynote speakers, and a closing ceremony with the Disney Institute.

Eagle’s Nest & TRAX Tibits

Congratulations to Cindy Smith who became a grandmother to a beautiful baby boy named Maddox. Her son, Corey, and daughter-in-law, Erica, live in Charleston, South Carolina.

Harrison Highlights

Congratulations to Kevin Landahl who recently got a puppy named Murphy.

Condolences to Chase Soptelean and Al Grabar on the passing of their dear friend.

Kathy Clark’s granddaughter is traveling to Europe for a week with other selected students from her school. Safe travels!

Carol Beauchaire got a new car and her fiancé surprised her with roses inside of the car when she picked it up.

We are proud of Kevin Mosher for being one of the recipients for the Exemplary Service Award.

The Square & Café Scribbles

Welcome to new employees Jacob Domes, Brian Walton, and Michael Hamlin. We are excited to have you as a part of our team!

Congratulations to Sarah Olds who retired this past month.

Congratulations to our graduating student managers: Annie Collins, Amanda Klein, Anrisa Green, Yurong Zhang, Kathy Parades, Ariel Leaby, and Alyssa Vogel. Don’t be strangers and keep in touch!

The Square and cafes would like to wish everyone a safe and happy summer.

A special thanks to everyone who participated in the Denim Dollar$ for Scholars campaign! A total of $500 was raised for student scholarships on campus.

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

Lloyd McCauley for the loss of his brother-in-law and Chris McCauley for the loss of his uncle in March.

Inge Klier-Hinkley for the loss of her husband in March.

Sarah Plain for the loss of her grandmother in April.

Christine Passerell for the loss of her sister in May.

Inge Klier-Hinkley for the loss of her husband in March.

Sarah Plain for the loss of her grandmother in April.

Christine Passerell for the loss of her sister in May.
At BASC, we value safety and make it a key priority. It’s important to keep safety top of mind. As we approach the end of the spring 2017 semester, let’s be sure to not forget some safety fundamentals. In regards to cuts and sharp implements, remember to use the provided cut resistant glove and be attentive to the task at hand. To protect us from burns, be sure to utilize the company provided Personal Protective Equipment (PPE), such as oven mitts and gloves when working with hot pans, pots, ovens, etc. As far as minimizing slips and falls, let’s continue to be proactive in cleaning all spills immediately, utilizing wet floor signs, and using cleaning methods that do not spread the problem. Small spills are often better dealt with using a paper towel instead of a mop that wets a larger area of the floor.

Safety in the work place is every employee’s responsibility. Full and part-time employees, as well as student managers, are responsible to mentor and train others. We are required to report safety hazards and accidents immediately to a supervisor, as well as work together to determine the root cause of any reportable accident to help avoid future ones.

Our safety program is built on a cohesive team in each unit working together to keep our facilities safe. As we continue to focus on safety, we can expect periodic safety inspections, standardized training for full time, part time, and student staff, and continued focus on being proactive to safety concerns.

A good safety program helps to increase morale and engagement. There are several points of contact that allows our staff the opportunity to share and be a part of creating the safest work environment. Stay tuned for more safety information in upcoming Daily Line Ups, BASC E-News, News & Views, and the Employee Calendar.

Our safety committee will continue to be an active part of our safety educational process and accident prevention.

The role of the Safety Team is to review operating practices and make recommendations to improve safety in the workplace. Safety team members include: Jermaine Toppin, Ken Bonczyk, Michele Brown, Patty Sorel, Lloyd McCauley, Char Charles, Chris McCauley, Steve Osborne, and Sonya Moyer. Feel free to talk to any member of the Safety Team if you have ideas or recommendations for improving workplace safety.

It makes sense to be a good steward and practice safe work habits. Employees who stay healthy at work receive a full paycheck and are able to take care of themselves and their family.

Remember - safety doesn't happen by accident!
Longevity Awards

BASC will recognize its employees for their years of service (at every five year increment) at the End-of-the-Year Employee Gathering on Monday, May 15. In addition, the College will recognize those employees with 25, 30, 35, or 40 years of service at the annual College Recognition Dinner on Thursday, May 18.

Thank you to these employees for their many, many years of dedicated service!

Five Years
Stephanie Schuth - Brockway
Carol Anne Beauchaire - Harrison
Erik Jones - The Square

Janine Barry - TRAX
Jeffrie Pack - Brockway
Cynthia Hoffmeier - TRAX
Lynda Sikorski – Business Services
Jeffrey Collins - Summer Programs
Diane Staub - Brockway
Darlene Sietmann - Aerie Café

Ten Years
Charlotte Charles - Administration
Carmen Lorenzo - Brockway
Tricia Hillman - The Square
Chris McCauley - The Square
Frank Smith - TRAX

Sharon Engle - The Square
Channon Stratton - TRAX
Twenty Years
Sheri Burnside - Harrison
Deborah Rockow - Kinetic Kafe
Twenty Five Years
Kathy Clark - Harrison
Thirty Five Years
Vern VanSkiver - Accounting

End of the Year Employee Gathering

BASC will hold its annual End-of-the-Year Employee Gathering on Monday, May 15. Registration will begin at 9:30 am with the awards ceremony and brunch from 10 am - 2 pm at the New York Room, Cooper Hall. Employees will be paid for the full four hours.

Numerous raffles and giveaways will take place throughout the event, as well as the chance to play Kahoots game for prizes, as we celebrate yet another successful academic year!

Commencement Volunteers Needed

Commencement is almost here and volunteers are greatly needed. The graduate Commencement ceremony will take place on Friday, May 12 at 5 pm and the two undergraduate ceremonies will take place on Saturday, May 13 at 9:30 am and 2 pm. All ceremonies will be in the SERC Field House. BASC management and professional staff are encouraged to sign up to help at one or more ceremonies by May 5 by completing the form at brockport.edu/commencement/volunteer. BASC hourly employees may be scheduled by their supervisors to work those days. For more information about the ceremonies, please visit brockport.edu/commencement. Commencement is an exciting time and one for us to celebrate our students' success! Thank you in advance for your willingness to help make this day special.

Open Enrollment

BASC health insurance open enrollment is currently in progress for the June 1 - August 31, 2017 plan year. 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 by Friday, May 19. There will be another open enrollment period in August for the September 1, 2017 - August 31, 2018 plan year.
Congratulations to BASC’s Exemplary Service Award recipients — Kevin Mosher (Harrison) and Teresa Holupko (The Square).

The Exemplary Service Awards recognize employees who demonstrate and role model the BASC corporate values of team, organizational integrity, passion for excellence, and stewardship.

Both Kevin and Teresa will be recognized at the annual College Recognition Dinner on Thursday, May 18.

We would also like to recognize all of this year’s nominees for the exemplary service award. Choosing this year's recipients was not an easy task, as there were many deserving candidates. The following employees were also nominated by their fellow colleagues:

John Spamer (Bakery),
Nate Boyd (Brockway),
Denise Phillips (Brockway),
Carol Anne Beaucaire (Harrison),
Amanda Catherwood (Harrison),
Alex Grabar (Harrison),
Linda Eichas (Eagle’s Nest) and Sharon Engle (The Square).

Congratulations to all nominees!

Welcome New BASC Employees

Since the last News & Views issue in February, there have been new additions to the BASC team. Please make sure to give Michael Gallo from Brockway, and Jacob Domes from Subway a nice warm welcome.

Michael Hamlin from The Square, Brian Walton from The Square, Alycia
A Year of Fun

Happy Birthday!
The following employees will celebrate a birthday this summer:

**June**
- Richard Mondy
- Laurie Magliocco
- Anita Herring
- Dustin Buzard
- Teresa Holupko
- Randy Sherwood
- Alex Grabar
- Darlene Sietmann
- Fred McMillian
- Dana Weiss
- Jan Fahmer
- Brooke Borrelli
- Jean Gilman
- Curtis Newton
- Vader Clay

**July**
- Kelly Bodine
- Monica Dailey
- Char Charles
- Vern VanSkiver
- John Mlyniec
- Diane Staub
- Michael Hamlin
- Samantha Miller
- Larry Hueser
- Betty Sheffield
- Sally Avino
- Nate Boyd
- Ethan Boyd

**August**
- Denise Putt
- Jermaine Toppin
- Erik Jones
- Jeff Collins
- Gabe Rivera
- Keith Nauden
- Kristine Perry
- Janet Olivieri
- Justine Pringle
- Laurelynn Gurnett
- Elizabeth Deleon-Fox

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 **July 28, 2017**. The News & Views is also available at www.basc1.org (select the employees link.)

Graphic Design: Kelly Bodine