Executive Director’s Corner

Happy November!
It is hard to believe that the semester is nearing an end and that the Holiday Season will soon be upon us. The holidays are filled with fun, family, friends and unfortunately, the stress that goes along with it. For our students this time of year also brings the end of the semester stress; especially for our freshmen and seniors. For freshmen it is the stress of taking their first college level final exams. For seniors it is the stress of knowing that their college days will end soon and that they will be entering the next phase of their adult life.

These end of semester demands on our student team members often result in added stress in our units. We have all experienced a drop off in student employee attendance as they cram for their finals leaving us shorthanded in our units and thus creating stress.

None of this is new to us and the good news is that we know how respond! We know that this time of year requires us to have an abundance of patience, empathy, consideration for others and that we must be kind. Remember that kindness really does count!

As I have often said, I believe that it is our kindness toward ourselves, each other and our students and customers that makes BASC special. I especially believe that with everything that is going on in the world today that now more than ever it is important for us to celebrate Kindness and Civility. Here are some tips from our service standards and various sources on how each of us can be a little kinder each day:

1. Be Courteous – remember to practice the 3 Steps of Service-
   - A warm greeting- using the person’s name when possible.
   - Meet or exceed customer expectations.
   - Provide a fond farewell (thank them and invite them to return)

2. Smile and choose a positive attitude.
3. Actively listen and demonstrate genuine care for each other and our customers.
4. Offer guidance and help to a co-worker when they need it to complete a task.
5. Check the motivation behind your decisions, your words and your behavior. Think before you act - every word generates a reaction. Be sure your ripple effect is positive and one that promotes a culture of compassion.
6. Always remember the words of Aesop- “No act of kindness, no matter how small, is ever wasted.”

It has been a great semester for BASC thanks to all your hard work. Let’s finish strong while being extra kind to each other along the way!

Thank you for all that you do - here’s to a happy and healthy holiday season!

Dana
It has been a very busy semester so far and there are a number of updates related to our customer service and employee centered initiatives.

**Annual Dining Survey**
The National Association of College and University Food Service (NACUFS) Annual Customer Satisfaction survey is underway! As you know, BASC achieved our highest overall satisfaction score to date on last year’s survey. As we continue to improve our customer service, it becomes even more challenging to raise the bar. We must be laser focused on our customers and meeting their needs.

- **Be kind.**
  Help out your co-workers. Check in with your student team members who may need extra guidance and support. Go above and beyond to assist a customer.

- **Take pride in your work.**
  You work hard to provide quality products and services everyday to both our internal and external customers. Feel good about the work you do.

- **Showcase your professionalism.**
  Follow our 10 Service Standards every day.

- **Think creatively.**
  Look for ways to serve our customers better and submit those Great Ideas in the box in your unit.

- **Have fun!**
  Celebrate individual and team accomplishments.

**RTW Focus Group Follow Up**
During the August Return to Work (RTW) meeting we conducted focus groups with our team members to gain feedback on particular topics. Lots of feedback was collected. Here’s follow up to some of the things we heard:

- You told us that you want to be kept informed about things that impact you directly. Monthly unit meetings and Daily Line Ups work well to keep the majority of folks in the know. As a result, we’ve renewed our focus on consistently conducting these meetings across all units. You also suggested that all units have a central spot to post important communications to inform those not present during the Daily Line Ups. As a result of this feedback, every unit has implemented a “Communication Center” that consists of a white board to write and post information you need for your shift.

- You brainstormed tons of ideas for a spring employee focused event to host in your unit. Your managers are currently reviewing these ideas and will present a narrowed selection for your team to select a theme that you’d like to do for the spring semester.

- We heard lots of comments about the wonderful people that make up the BASC team and the overall friendly environment. In fact, it was the top reason that the majority of folks recommend employment at BASC to others. Don’t forget about our Bounty Hunt program—if you recommend a team member to join BASC, you’ll receive $250 when they successfully complete their probationary period. Be sure that the applicant writes your name on their application as the one who referred them.

**Home for the Holidays T-Shirt & Jeans Day**
Thanks to Kelly Pratt and her Great Idea that she submitted and the members of the Continuous Improvement Team, Tuesday, November 21 will be “Home for the Holidays” t-shirt and jeans day. All employees may wear a t-shirt from their hometown or their favorite home away from home (i.e. vacation destination) along with jeans as a fun way to celebrate the upcoming Thanksgiving holiday and break.

**BASC BINGO**
BINGO is well underway and we’ve had a few winners so far—Mary Crumb, Joe Muoio, and Cindy Smith. Be sure to read the BASC Weekly posted at your Communication Center. Team members will be asked a question related to the information in the BASC Weekly. Each team member that answers correctly earns a BINGO number pull so the game will continue. Good luck!
Industry Involvement

BASC team members are active in our industry. This helps us to stay abreast of changing regulations and laws, learn about new innovations and product solutions, hear about best practices from others, and share our own expertise.

This past October three members of our team, Ken Bonczyk, Denise Putt, and Jermaine Toppin, attended the annual CBORD User Group Conference in Phoenix, Arizona. The Conference provided them with software training, including dozens of user presentations that shared best practices and a chance to get specific technical questions answered by CBORD employees. It also included an interactive technology exhibit and special interest group meetings that connected them with other CBORD users from our industry.

Over 500 professionals across industries attended the conference. They represented business, healthcare and higher education campuses. This user-to-user communication is essential for learning about other users real-life CBORD experiences and seeing other schools’ best practices and tips.

Because of rapid advancements in the field, the conference helped our team keep up with food production in board dining and retail operations. New modules and functionalities in the CBORD systems make continuing system education vital to make the most of our resources and keep our Dining Services among the best.

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:

- Tina Wise - Bakery
- Patrick Bomyea - Brockway
- Arik Gardner - The Square
- Dawn Hollister - The Square
- Heidi Granby - The Square
- Reinaldo Merced - The Square
- Sarah Russell - The Square
- Geoffrey Medler - The Square
- Kellie Weatherbee - The Square
- Destiney Holtfoth - The Square
- Shannon Levandoski - The Square
- Shalyn Wyant - Harrison
- Shauna Weatherbee - Harrison
- Mary Wade - Harrison
- Jessica Kunz-Lodar - Harrison
- Charles Yockel - TRAX
- Marylea Lotzow - TRAX
- Shanniah Bradshaw - TRAX
- Charity Bontadelli - Human Resources

Halloween Contest Winners

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

**The Square, Cafes, & Subway:**
1st Place - Pattie Rowley
2nd Place - Loreen Stetzel
3rd Place - Joan Grossman

**BASC Admin, Conferences & Events, & Bookstore:**
1st Place - Staci Seeler

2nd Place - Kelly Bodine

**Brockway:**
1st Place - Emily Adams and Dustin Buzard
2nd Place - Julie Burkhardt
3rd Place - Lisa Capamaggio

**Harrison:**
1st Place - Shayln Wyant
2nd Place - Kathy Pharoah
3rd Place - Christine Passerell and Nate DiFlorio

**TRAX/Eagles Nest:**
1st Place - Marylea Lotzow

**Catering:**
1st Place - Rachael Recino

**Bakery:**
1st Place - Linda Brooks
2nd Place - Deanna Belec
Administrative Announcements

Congratulations to Vern Vanskiver and his baseball team for coming in third place at his annual baseball tournament in Arizona.

Congratulations to Kelly Bodine on her recent engagement to her boyfriend, Seth.

Accounting would like to welcome Cindy Wolfe to payroll. Your presence has already been well received.

BASC would like to welcome Charity Bontadelli on board as the new Human Resources Manager. Charity’s first day will be on Monday, December 4. Make sure to stop by and give her a warm welcome!

Bookstore Buzz

Sucie Pedraza and the Bookstore staff received glowing recognition this past August for their generosity to the SummerLEAP program. The Bookstore donated books to the children that participated in this program, warming the hearts of not only them, but the SummerLEAP staff. Awesome job Sucie and staff!

Brockway Blurbs

Congratulations to Will Kilburn and Nate DiFlorio on their engagement!

Mike Ellinwood and Cody Butlin are excited that hunting season is upon us.

Stephanie Schuth would like to give a big shout-out to all of the Brockway staff for their hard work and dedication this past semester. The entire Brockway management team also wants to say how much we appreciate the continued support and effort our staff gives during the year.

Harrison Highlights

Congratulations to Fred McMillian on the birth of his daughter.

Congratulations to Joe Muoio on the birth of his son.

Gina Maclaren had another addition to the family, a new puppy named Buster!

Harrison management would like to thank everyone for their hard work this semester. Between working extra hours and taking on additional responsibilities to help out when needed, everyone did a great job at coming together to make a powerful team.

TRAX Tidbits

Welcome to new hires Shanniah Bradshaw and Jessica Voisey. We are excited to have you be a part of our team.

Welcome back to Marylea Lotzow. We are all excited to have you working for us again.

A big thank you goes out to everyone involved in Oreo Week. It was a great success and the students loved it!

The Square & Cafe Scribbles

Welcome to Destiney Holfoth who is our new team member in Sprouts.

Pam Fostano is expecting grandchild number three in April. Congratulations!

Congratulations to Fran Menendez on the birth of her grandson, born on September 10, which is also Fran and her husband Nelson’s 6th wedding anniversary! Theodore Ramsey weighed in at 8 lbs. 9 oz. Theodore is Fran’s daughter, Brittany, and Joe Muoio’s (who works at Harrison) son.

The Square would like to wish everyone a happy and healthy holiday season.

Eagle’s Nest and

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.

Condolences

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

Linda Brooks for the loss of her brother-in-law in August.

Fred McMillian for the loss of his son in October.

Kathy Clark for the loss of her mother in September.

Mike Ellinwood for the loss of his step-father in September.

Pam Fostano for the loss of her mother in July.
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: Eric Bodine

Student Manager Position: The Square

Graduation Year & Major: Graduated in 2013 with a major in Marketing Communications

Involvement on Campus: Eric played rugby for Brockport, studied abroad his senior year in Singapore and was a student manager at BASC for two years.

After Graduation: Immediately following graduation Eric got a job as a recruiter for Aerotek, which is a staffing and recruitment agency. He was quickly promoted to account manager where he oversaw an entire division that covered staffing in the construction and manufacturing field. When Aerotek decided to open up a branch in Syracuse, Eric was chosen to oversee this project and briefly moved to Syracuse to ensure its successful completion.

After three and a half years at Aerotek, Eric accepted a position at Robert Half, which is a staffing agency that helps to connect employers and job seekers in positions of finance, law, technology, and more. He was hired as their division director which focuses on staffing placements in the accounting and finance field. He currently lives in Syracuse.

Here’s what Eric said about the impacts of having been a BASC Student Manager:

“Being promoted to a student manager at BASC gave me a variety of skills that have gotten me to where I am today. It increased my management skills, time management skills, how to stay cool under pressure, and teamwork skills. I also was able to sit in on student interviews which has been fundamental for me in the staffing and recruitment industry. I felt more prepared going into my career already having this knowledge that others fresh out of college didn’t have yet.”

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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 Monday, December 4.
4) BASC will deliver the gifts on Friday, December 15 at 10 am.

Last year we were able to provide a gift to each of the 120 residents who were truly appreciative of our efforts.
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 16. 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.

Get children on Santa’s list! If you haven’t done so already, return the RSVP form (with employee, child’s name, sex, age, and relationship) to Jean ASAP.

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.

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

These scholarships will be awarded through the Brockport Foundation and may be used in the 2018-19 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. Please encourage students to apply and offer to provide them with a letter of recommendation.

Applications are due by February 15, 2018. More specific information is available at basc1.org (click on ‘Work’ and then ‘Student Employment’ in the left navigation) and emails are being sent to all student employees.

BASC is able to offer a scholarship that can help benefit a child or relative of a BASC employee or retiree.

The Sandra Mason Scholarship is available to provide financial support for a child or relative of a current or retired employee of BASC, including the College Bookstore. The student applying should have demonstrated academic achievement and either leadership qualities or community service.

The deadline for application is February 15, 2018. For more information on this scholarship including the application process and requirements go to basc1.org under the employees tab, then ‘perks’.

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.
Safety begins and ends with you.

Hazards and various degrees of risk from hazards are everywhere and cannot be completely eliminated. On the other hand, we can be aware of hazards and they can be understood. Every task we do has to be approached with varying levels of hazard awareness. We can look for and understand the hazards in every job, or we can ignore them. Tasks can be approached with care or with lack of care for safety; all of that is going to be up to you. Remember the key to safety is personal responsibility.

Safety is a major issue for BASC. Each year, accidents happen, and many times it is due to the absence of Personal Protective Equipment (PPE) or failure to wear the provided PPE. PPE is equipment that will protect workers against health or safety risks on the job. The purpose is to reduce employee exposure to hazards when engineering and administrative controls are not feasible or effective to reduce these risks to acceptable levels. These hazard risks can be anything from wet floors to hot food and everything in between. One way we can help to mitigate accidents of this nature is to utilize Personal Protective Equipment (PPE). When working with hot products be sure to use hand and arm protection. A wide selection of oven mitts that protect the hand and forearm are available for use in all of our Dining Operations. For prevention of cuts, we cannot stress enough to wear Cut Resistant Gloves (CRG).

For those looking to increase their safety awareness, Dining Operations Manager Jermaine Toppin is leading a 4-hour paid safety training class on Tuesday, January 10. This training is available to full and part-time team members who are interested in increasing their safety sense and have not previously been able to participate in this training. Having a sense of safety or heightened awareness of safety can help you prevent injury both at home and at work. Please let your supervisor know if you are interested in attending this session.

Below is the accident breakdown from Fall 2016 to Fall 2017.

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, Danielle Korba, Lloyd McCauley, Sarah Plain, 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.

Remember - safety doesn’t happen by accident!
Happy Birthday!

The following employees will celebrate a birthday this winter:

December
Wayne Thorn  John Spamer
Gina Maclaren  Patricia Sorel
Robert Jenks  Kevin Mosher
Heather Henry  Evy O'Brien
Mony Tauch  Anna Hintz
Jeffrie Pack  Lynda Sikorski
Stephen Toole  Lisa Capamaggio
Bill Lemcke  Silvana DeClerck
Jake Durfee

January
Daniel Austin  Richard Reynolds
Sheri Burnside  Evelyn Stiegler
Carol Anne Beaucaine

February
Sean Foley  Loreen Stetzel
Mary Crumb  Jeff Davidson
Gail Pfeffer  Julie Burkhardt
Diann Hughes  Chris McCauley
Danielle Korba  Geoffrey Medler

Open Enrollment

BASC 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 by December 1, 2017.

BASC Fleece Jackets

There are additional BASC fleece jackets left over from the Employee Kindness Counts Contest. If anyone is interested in purchasing a green BASC jacket, they are $20. There are a variety of ladies and men's sizes available on a first-come, first-serve basis. Please contact Lynda Sikorski at lynda.sikorski@basc1.org if you are interested.

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 3, 2018. The News & Views is also available at basc1.org (select the employee link.)

Graphic Design: Kelly Bodine

Serving you best by knowing you first.