



# Food Service Equipment Training

## FINAL 2 WEEKS of FOOD SERVICE TRAINING

The Service Center will begin offering a new training in January to increase the support Technicians can provide to the campus Food Service Departments.

### Food Service Equipment Training

Participants will discuss the components of the food service equipment, learn how to reimage a Point of Sale system, and learn the best way to troubleshoot common issues. Escalation provisioning will also be discussed.

Click [here](#) to login to the Learning Management System to register.

54410	FEBRUARY 5, 2016 11:00 AM (54410)
54411	FEBRUARY 5, 2016 1:00 PM (54411)
54412	FEBRUARY 12, 2016 11:00 AM (54412)
54413	FEBRUARY 12, 2016 1:00 PM (54413)





# Technician Topics and Training

Technician Meetings were held on Wednesday. The Technicians participated in an activity “OneWord” Technicians selected one word or short phrase to focus on for the 2016 calendar year. Technicians wrote the word on a rock and then placed the word on a canvas so that all could work together to improve throughout the year.

Encourage • Change • Synergy • Health • Balance • Calmness •



**Leonard Chance, Scottie Stevens, Frank Adian, and Doug Baker** participate in the meeting



**Steven Stone** joined the meeting and shared information regarding the Promethean board setups and deliveries. Steven also shared the Hover camera to the Technicians.



while waiting at the Customer Care Center, Performance Excellence  
their chance to  
Posted by Center Miller, Performance Excellence Manager

January 29, 2016



# Technician Meeting Topics

## Meeting topics centered around

- Information Services - W2 Financial Reports
- Hardware - Promethean Board information
- Inventory - Update and Information
- Campus Testing – Telpas Testing Preparation
- Campus Network - Bond Update
- Engagement and Accountability - In your own words. . .
- Innovation and Accountability - Badge-O-Tech
- Service Request - Focused Technician Support



**Susan Pavliska  
and new technician  
Kelsey Crouch**



High School Technicians meet in the afternoon to discuss the Technician topics

**Customer Care Center, Performance Excellence**

Posted by Jennifer Miller, Performance Excellence Manager

January 29, 2016



# Excellence in Action

## Week of January 25 – 29, 2016



### Clearly Outstanding Customer Service Support

Name	Campus
Timothy Briggs	Hopper Middle School
Dencio Cabitac	Cypress Lakes High School
Adriana Cantu	Anthony Middle School
Demetria Hargrove	Service Center
Tara Maxwell	Service Center
Gregory Mushen	Cypress Springs High School
Edward Quintanilha	Cy-Fair High School

Each team's Technicians receiving the two highest count of Excellent responses in the week's returned surveys.



# Excellence in Action

## Week of January 25 – 29, 2016



# Clearly Outstanding Service Request

Name	Campus
Karen Davis	Cypress Ranch High School
Demetria Hargrove	Service Center
Brett Hummell	Cook Middle School
James O'Reilly	Service Center
Heidi Ripley	Arnold Middle School
Jacob Sanders	Langham Creek High School

Each team's Technicians closing the most service requests during the week.



# Excellence in Action

## Week of January 25 – 29, 2016



### Student Focused – Every Student, Every Day

Name	Campus
Karen Davis	Cypress Ranch High School
Demetria Hargrove	Service Center
Robert Hernandez	Service Center
Rosemary Hernandez	Truitt Middle School
Robert Love	Bleyl Middle School
Edward Quintanilha	Cy-Fair High School

Each team's Technicians with the highest combined ranked score of the most closed Instructional Service Requests and the shortest average age of Instructional Service Requests.



# Excellence in Action

## Week of January 25 – 29, 2016



### Clearly Outstanding Service Technicians

Name	Campus
Dencio Cabitac	Cypress Woods High School
Demetria Hargrove	Service Center
Rosemary Hernandez	Truitt Middle
Brett Hummell	Cook Middle School
Tara Maxwell	Service Center
Edward Quintanilha	Cy-Fair High School

Each teams Technicians with the highest combination of ranked scores - Service Request Support, Customer Service Support, Student Focused – Every Student, Every Day Support