



# Food Service Equipment Training

## NEW TRAINING CLASS

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.



54402	JANUARY 15, 2016 11:00 AM (54402)
54404	JANUARY 15, 2016 1:00 PM (54404)
54405	JANUARY 22, 2016 11:00 AM (54405)
54407	JANUARY 22, 2016 1:00 PM (54407)
54408	JANUARY 29, 2016 11:00 AM (54408)
54409	JANUARY 29, 2016 1:00 PM (54409)
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)



# Excellence in Action

Week of January 4 – 8 , 2016



## Clearly Outstanding Customer Service Support

Name	Campus	Results
Mushen, Gregory	Cypress Springs HS	7
Scarborough, John	Langham Creek HS	7
Valentine, Rock	Jersey Village HS	7
Hernandez, Rosemary	Truitt MS	9
Quintal, Kelssem	Dean MS	15
Donald, Martin	Service Center	10
Hargrove, Demetria	Service Center	10

**How would you rate the service you received?**



**Excellent**

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



# Excellence in Action

## Week of January 4 – 8 , 2016



# Clearly Outstanding Service Request Support

Name	Campus	Results
Desouza, Esmond	Cypress Creek	30
Mulligan, Bradley	Cypress Ranch	37
Schelnick, Constance	Truitt MS	27
Quintal, Kelssem	Dean MS	37
Donald, Martin	Service Center	54
Rodriguez, Steven	Service Center	61

**Way to Go!!**

**Your customers appreciate your support**

The two Technicians closing the most service requests during the week.



# Excellence in Action

Week of January 4 – 8 , 2016



## Student Focused – Every Student, Every Day

Name	Campus	1-3 Instructional Service Request Count	Average Age in Days of 1-3 Instructional Service Requests
Quintanilha, Edward	Cypress Creek	21	1.2
Mulligan, Bradley	Cypress Ranch	35	1.3
Hawthorne, Gloria	Truitt MS	18	1.2
Hernandez, Rosemary	Dean MS	17	0.9
Gilbert, Crystal	Service Center	30	1.3
Preston, Chris	Service Center	36	1.5

The two Technicians from each team with the 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 4 – 8 , 2016



### Clearly Outstanding Service Technicians

Name	Campus
Cabitac, Dencio	Cypress Lakes
Desouza, Esmond	Cypress Creek
Hernandez, Rosemary	Truitt MS
Quintal, Kelssem	Dean MS
Donald, Martin	Service Center
Hargrove, Demetria	Service Center

The two Technicians with the highest combined ranked scores across all 3 measurements – Clearly Outstanding Service Request Support, Clearly Outstanding Customer Service Support, Student Focused – Every Student, Every Day score.