

What's Going On

Week Two is in the books! The Mean Green is *undefeated* for the first time in my tenure here at UNT. That's a great start to the Fall. Our numbers are looking good. Lots of hungry students equals good news for us. Just like the football team, we should make great strides in improvement from Week One to Week Two. And I have seen great improvement. Doesn't mean we can rest. The *newness* of the college experience begins to wear off of freshmen around Week Three and Week Four. That means our jobs become *more* difficult the longer the semester marches on. Students expectations rise and our job is to meet and exceed them. Good Food is such a basic prerequisite in the life of students, if we can get that right, we help them build a solid foundation for a great academic year. As the ceremony of the new year winds down, let's not let monotony set in.

Work Tip

Did you know a powerful part of what we do, day in and day out, is provide the opportunity for simple human connections to occur? Our student workers are much more than line servers, dish washers, table wipers, cashiers, waiters, waitresses, cooks, drivers, clerks and coworkers. Their interactions with other students, faculty and staff decide the fate of our business. There are only two outcomes of human connections: positive or negative (neutral is negative). Guess what? In our business each one of us *owns the outcome* regardless of the personal state of the customer. The Good News? We can choose to make each interaction and each connection positive. So what's your decision? It is easy to check. It is written on the face of the people you serve.

**Worker of the Week: W.O.W.**

How I missed Ty all of last year, I'll never know. I met Ty Crook this summer at Bruce during a hectic summer camp day. The regular Bruce managers were on other assignments at other cafeterias. I could not find anyone that seemed to be in charge. Then this pleasant and assertive young woman stepped up and literally took control of the lunch hour. It was easy to see she knew all of the basic details of operating a large volume cafeteria and she was able to get others to perform their duties. She was quizzed by university guests on all sorts of issues and gave thorough and professional information. I was more than impressed. Could not believe she was a part time student. Of course when I made it back to the office, I asked around about Ty. Everyone knew her. And everyone knows how good she is. Sometimes excellence is right in front of us. We just need to take the time to look. Ty, I am still impressed and glad that you work for us. I know you create positive interactions all day long.

Quote of the Week

"Since you cannot do good to all, you are to pay special attention to those who, by the accidents of time, or place, or circumstances, are brought into closer connection with you." —Augustine of Hippo