



Western Oregon University

STAFF SENATE NEWSLETTER

Weight Watchers

"I Ashley Tomasini do solemnly swear that Weight Watchers (WW) is *the* best thing since sliced bread!"

Yeah, it's true! I have been a member of WW since 2004. The first time I joined, I lost close to 50 lbs and then I just quit going and thought I was "Healed" and didn't need it any more. Much to my surprise, I still needed it. In 2007 after I had my second child I was really struggling to lose the weight by myself and realized I "NEEDED" to be in a Weight Watchers meeting. I joined again and reached my Life Time Goal that October. In November, I began to work for Weight Watchers and it has been the most amazing job ever. I love going to work every day and knowing that I am going to help someone gain a better perspective on life, reach a new goal, and start to feel self-control again...oh yes and to LOSE WEIGHT!!!!

I am so proud of the Faculty and Staff that make up the Weight Watchers meeting at WOU! Since January, they have lost almost **1,200 lbs!** Yes, you read that correctly! They are an amazing group of men and women that come together each week and share their celebrations and struggles. One of the greatest parts about attending one of Weight Watchers "At Work" meetings is that you receive encouragement all week long because it is something you do as a community rather than somewhere you go just once a week. We have people that have started walking together on their lunch breaks, bring in different healthy recipes for everyone to try, and generally are just a great "Team" to be on the journey to weight loss and better health.

Weight Watchers truly is a "Lifestyle"

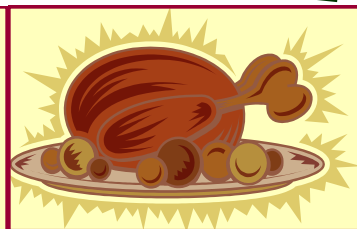
and not a diet, like the ones we have failed in the past. This program is something we can all learn to do long term and in turn be able to reach and maintain our Life-Long weight loss and health related goals. I hope anyone on campus who is interested would pop in to the Calapooia room this Tuesday between 12:00 and 2:00 and know that they will be warmly welcomed to the community, well informed on the way the Momentum Plan works, and motivated to hang in there until the job is done!

Ashley Tomasini
More Weight Watchers on page 3

Turkey Hints

- Learn how rich in flavor [dry-brining](#) is.
- Cook until your turkey's internal temperature is 170° (degrees) and juices run clear when the thigh is pierced with a fork
- Once cooked & removed from the oven, let your turkey *rest* for at least 20 minutes before carving

www.epicurious.com/



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Staff Senate

Future Meeting Dates:

- Dec. 3, Hamersly Library, room 301A
- Dec. 17, Hamersly Library, room 107
- Jan. 7, Hamersly Library, room 107
- Jan. 21, Hamersly Library, room 107

Customer Service Haiku

Customer Service:
A common phrase, overused.
At its core: show care.

Staff Senate Mission Statement

Staff Senate seeks to promote dialogue and works to complement the Faculty and Student Senates in an effort to influence positive and progressive change to the WOU community.

New Staff Welcome

Global Fit

significantly reduced my gym fees.

Interested in learning how?

Call 800-294-1500 today. Mention you're a State of Oregon employee and use referral code FBB5GVCXVF3 for additional savings.

Safe Zone

...is looking for a new t-shirt design.

If your design is chosen you will receive a free t-shirt after the new t-shirt is printed.

The deadline is Friday, December 5, 2009 at noon.

Bring your submission to WUC 210 and note it is for Safe Zone or submit it electronically to safezone@wou.edu or barrya@wou.edu

Curious Staff Senate?

Want to help and not commit to being a senator?

To learn more contact LouAnn Vickers at vickersl@wou.edu

On November 5th the Staff Senate held our New Staff Welcome in the Hamersly Library for new WOU staff employees who were hired within the previous six months. We host this twice yearly event to warmly welcome new employees, to connect them with

other WOU employees, build friendships and give away great prizes. In addition to the great food provided by WOU Catering, local businesses donated flora, hair, coffee and food gift certificates. WOU Bookstore donated bookstore gift certificates and the

that will be held during Spring term, and set aside the time to meet new co-workers and make new friends.



Athletic Department donated several basketball season passes. Look for our next Staff Senate New Staff Welcome



New WOU Staff Employees

Hermann Brix	Residential Dining	May-09
Andrea Nelson	Academic Advising	May-09
David Gense	Research Administration	Jun-09
Alex Nelson	Athletics	Jun-09
Jennifer Klaudinyi	Hamersly Library	Jul-09
Jeffrey Sann	University Residences	Jul-09
David Sundby	University Residences	Jul-09
Jodie Faulk	Athletics	Aug-09
Megan Habermann	SLA General Operations	Aug-09
Erica Hibbard	Athletics	Aug-09
Tim Kitterman	International Students & Scholars	Sep-09

Customer Service Basics

We are Western Oregon University to each person we converse with. How we interact with each person affects their perception of Western. Customer service basics include listening, understanding and delighting; yes, delighting. Additional customer service basics include:

- Smile!
- Acknowledge and be present to each person
- Have fun. People will enjoy working with you and your office when you are warm and friendly
- Listen; truly listen without forming your response while they talk.
- Smile!
- Speak after your customer has finished speaking.
- Ask follow-up questions to clarify what your customer's need is
- Use professional phrases instead of slang. For example, say "yes"

instead of "yeah", "certainly" and "of course" instead of "O.K."

- Smile!
- Be polite, using phrases such as "please", "thank you" and "you're welcome"
- Speak clearly and distinctly
- Be tactful. When it is necessary to refuse a request because of policy, give a brief and sympathetic explanation, response
- Smile!
- Avoid expressions such as "you have to" or "you must"
- Treat every person as if they are important. When our customers feel that you are giving them individual rather than routine consideration, they will have more confidence in you and your department
- Go the extra mile,

give your customer more than they expect, for example "I don't know the answer to your question. Let's find someone who does" or

- Smile!
- When they are asking for a co-worker who is not available briefly state that your co-worker is unavailable, when they will be available and offer to take a message.
- Remember, even though we have heard the same question 50 times today, it's the first time that person has asked that question
- Did I mention, SMILE!

- www.thesykesgrp.com
- CustomerService-Basics01.htm,
- Satisfy and delight--the Bensenville way (2001)

Angie Barry & Lori Davidson

Interested in Weight Watchers?

Contact Heather McDaniel at 8-8963 or
mcdanieh@wou.edu

"... Weight Watchers... is the best thing since sliced bread!"

Ashley Tomasini
See front page

Mashed Potatoes

Kick your mashed potatoes up a notch by adding a pinch of freshly grated nutmeg and 1/4 cup sour cream

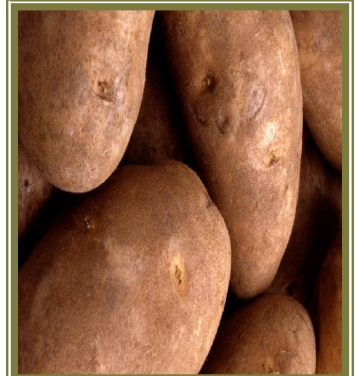
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A Weight Watcher's Journey

Are those freshly baked cookies I smell? DOH!!!! Can I eat just one and stay on my plan? Yes, yes I can. And Weight Watchers is teaching me how. When PEBB picked up the tab in January 2009 I began attending worksite meetings. Here I found mutual support, accountability and

new friends. I have experienced times of jubilation and frustrated discouragement. During low periods I want to quit. Amid these times, my new friends, Ashley's enthusiasm, PEBB saving me \$479/year, Global Fit saving me money on gym membership, sharing my daily

journal and a finance who now calls me 'skinny' keeps me motivated. With this I can *see and celebrate* my small achievements, I can attain my goals of weight loss...and wearing that Alfred Angelo wedding dress in June.
Lori Davidson



Message from the Staff Senate President

Staff Senate Newsletter

Greetings and welcome to another year here at WOU. Fall is upon us and right around the corner is Thanksgiving. With that, I feel it is important for each of us to reflect on what we are thankful for. It has been an interesting year so far and not all pleasant. With all the talk of the weak economy, H1N1, the various wars and conflict, not to mention our own personal worries, I'm personally thankful to have a healthy family, career, and great friends! Please take a moment and be thankful and then laugh in the face of sadness. Finally, I leave you with this....."Reflect on your present blessings, of which every man has many; not on your past misfortunes of which all men have some."
Charles Dickens



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Staff Senate President,



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hutchinsonj@wou.edu

We're on the web:
<http://www.wou.edu/president/>

Staff Senators

	Staff Senate Role	WOU Work Place	Contact ~ Email
Joe Hutchinson	President	Campus Public Safety	hutchinsonj@wou.edu
LouAnn Vickers	Recorder/VP	Human Resources	vickersl@wou.edu
Angie Barry	Activities	Werner University Center	barrya@wou.edu
Carla Menear		DEP	menearc@wou.edu
Jerrie Lee Parpart	New Staff Welcome	Hamersly Library	parparj@wou.edu
Lori Grondin-Davidson	Newsletter	Hamersly Library	davidsol@wou.edu
Lisa Catto	Committee on Committees	Public Relations	cattol@wou.edu
Malissa Larson		Disability Services	larsonm@wou.edu
Sarah McConnel	Staff Development	University Residences	mcconnes@wou.edu
William (Barry) McBeth	Activities	Physical Plant	mcbethw@wou.edu
Yulia Kharitonova		Multicultural Student Services	kharitoy@wou.edu



LouAnn Vickers
Vice-President & Recorder

Holiday Tree Lighting

December 2nd is the 42nd annual Holiday Tree Lighting. Festivities leading up to the tree lighting begin at 3:00 p.m. including a parade, welcome from President Minahan, Chamber Singers, Brass Ensemble, local choirs and...SANTA

Mark your calendars and join us for a fun evening!