

CSO Newsletter

Don't forget to give a \$1.00 donation to the CSO through payroll deduction! [Contact HR for details](#)

Classified Staff Organization



CSO News

CSO Employee of the year nominations are open until 12:00 p.m. on April 5, 2006. Voting will be held on April 7th, 2006, and close on April 21, 2006. Follow this [link](#) to nominate and vote!

Come join us for the **CSO ice cream social** and vote for the people you want elected for the

2007 session. We will be voting for a new Web Secretary, Secretary, and Chair Elect. The time and place to be is April 12, 2006, room 136 in the Activity Center West from 3-5 p.m. If you have nominations please contact [Ashlie Anttila](#).

The CSO will now be publishing the **Newsletter** at the beginning of each semester. If you

wish to put something in the newsletter please contact [Ellen Thompson](#).

Come meet with the **Customer Service Initiatives (CSI)** every 3rd Tuesday from 2:30-3:30 in the SUB 143. If you have any questions please contact [Ken Clark](#) at 2460

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Special points of interest:

- The newsletter will now be printed at the beginning of each semester.
- If you have someone or something that you would like spotlighted in the newsletter please contact [Ellen Thompson](#)
- Don't forget to give a \$1.00 donation to the CSO through payroll deduction! [Contact HR for details](#)

You work here?



Name: Beverly Hill
Department: Controllers Office
Position: Financial Technician

What I do: I've been fortunate enough to work at Lewis-Clark State College in the Controller's Office for 25 years this November. I'm the lead in the disbursements area and have a great team with Babette, Jody and Angie.

We're responsible for all the disbursement of funds with the exemption of payroll and student residual checks. I'm also lead with the general ledger, employee travel, fixed assets and FRx. Our recent addition for financial reporting. Working with the various external auditors is always an extra bonus. I'm also the Application Specialist for Administrative Services. The favorite part of my job is that no two days are the same and I have a lot of variety. I enjoy the campus interaction and work in a great office.

Hobbies/Items of Interests: I'm married to the funniest most patient man in the country. John Skelton. He works at Potlatch Corp and we have 3 great kids and 2 beautiful

granddaughters. I was born and raised in Grangeville, Idaho where my parents owned Grangeville Air Service and I lived on the airport. Travel is in my genes and I love anything to do with the outdoors; camping, boating, fishing, you name it. I'm addicted to my camera & photo editing and have recently started a new company called Indioblü Design. If you read Babette Peterson's bio in December she and her husband have purchased a laser-engraving machine that will produce photo quality pictures on almost any hard surface. My part is the retail end and being part of the design team. Come see us at the Home and Garden Show at the end of March or stop in the office and say HI!



Tips for creating your "To Do" list.

This article was taken directly from <http://www.adminprof.com/executive-assistants-tell-howto/todolist.htm>

Written by: [Joe McHenry](#)

Most successful people use "TO DO" lists. They range from the top CEOs of multi-national companies to entrepreneurs of small businesses.

Busy housewives and retired workers - anyone who wants to use their limited time effectively.

You can also use these lists to keep you focused on what really needs to be done, and keep you away from unimportant tasks that have no value.

The result - more time to do what you want!

1. Make It A Daily Record

Every day you should make a "TO DO" list. You will find it invaluable in helping you decide where your priorities lie.

2. The Nuts and Bolts of Your "TO DO" List

Write down all your outstanding tasks on a sheet of paper, then carefully go through deciding if an item is to be graded as :-

- A. Urgent.
- B. Important but not urgent.
- C. Not urgent nor important.

Within categories A and B it will be necessary for you to prioritize so the most urgent task becomes A1, then the next becomes A2 etc.

Similarly with the set of tasks you have decided are B.

This is not necessary with the C tasks of course.

Some people prefer to color code the items instead so with such a system the A tasks may be colored red, the B tasks blue etc.

You may choose whatever colors have meaning for you. It really is an individual choice.

3. Using the "TO DO" List

Each morning you must update your "TO DO" list. Bring forward the A, B, and C items not completed the day before on to another sheet of paper.

Add new items to the lists after considering carefully where each new item should go.

Then review the list and start on the top priorities, crossing off each one as it is finished throughout the day.

Some managers prefer to have separate sheets for each type i.e. one sheet for the "A" list, another sheet for the "B" list etc.

That way you know you are working on the most urgent tasks from the listing itself because the A list should always be on top.

So what do you do with the C items? If you have staff, then delegate - if not, decide if you are going to complete them or not.

Dispose of all items you decide are not worth doing.

Instead of re-writing your list each morning an alternative method is to spend the last 15 minutes of your day on your list so that you can start immediately the next day.

4. How Pareto's Principle May Help You

Pareto was an Italian economist who observed that 20% of the people in Italy owned 80% of the country's wealth.

This has been found to have real significance and has resulted in the 80/20 Rule.

Broadly speaking 80% of all results come from 20% of all efforts. So identify which 20%

is the most important and you can't help but be more successful.

One word of caution - items on the B list which are not completed within a reasonable time scale have a habit of suddenly becoming a major A item!

I have used a "TO DO" list for many, many years and it enabled me to keep on top of my responsibilities and enjoy my family life. I sincerely recommend that you use such a list.

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A computer once beat me at chess, but it was no match for me at kick boxing.
Emo Philips

Flexible people never get bent out of shape!!

They're Gr-r-reat!!

In this Word Search Puzzle there are 61 ways to say you are GREAT! Can you find all 61? If so please print and send the completed puzzle to Ellen Thompson in Grants & Contracts to enter a drawing for a free Latte. We will contact the winner by email and post their name in the next Newsletter.

- A-ONE
- AWESOME
- BEST
- BRAVO
- BRILLIANT
- CREAM OF THE CROP
- DANDY
- DILLY
- DIVINE
- DREAM
- ELITE
- EXCELLENT
- EXCEPTIONAL
- EXTRAORDINARY
- FABULOUS
- FANTASTIC
- FIRST-CLASS
- FIRST-RATE
- GEM
- GRAND
- GREAT
- HUMDINGER
- HUNKYDORY
- JIM-DANDY
- KEEN
- LOLLAPALOOSA
- MARVELOUS
- MIND-BLOWING
- MOMENTOUS
- NIFTY
- NOTEWORTHY
- OPTIMUM
- OUT OF THIS WORLD
- PEACHY
- PHENOMENAL
- PICK
- PIPPIN
- PRIDE AND JOY
- PRIZE
- PURE GOLD
- QUINTESSENCE
- SELECT
- SENSATIONAL
- SPECTACULAR
- SPLENDID
- STAR
- STUPENDOUS
- SUPER
- SUPERB
- SUPERIOR
- SWELL
- TERRIFIC
- THE TOPS
- TIPTOP
- TOP-NOTCH
- TOPFLIGHT
- TREASURE
- UNBELIEVABLE
- WINNER
- WONDERFUL
- WOW



There are:

12 Qualities

PART ONE

of an Outstanding Customer Service Representative.

- Courtesy: Treat everyone with kindness and respect, and remember to smile!
- Enthusiasm: Greet customers cheerfully and stay upbeat throughout each interaction.
- Helpfulness: Go the extra mile to find solutions and leave customers happy.
- Knowledge: Become an expert on company policies, procedures, etc.

Stay tuned as you will receive four more qualities in the next Newsletter!!