

Imperial Valley College Customer Service Committee Approved Minutes

Meeting of September 05, 2008

Committee members present:	Yethel Alonso, Secretary Lisa Cross, Co-Chair Sheila Dorsey-Freeman Maria Esquer Toni Gamboa Cesar Guzman	Gene Hill Frank Miranda Ricardo Pradis Patricia Robles, Co-Chair Mary Ann Smith
Committee members not present:	John Abarca Myriam Fletes Travis Gregory	Ed Gould, Ex-Officio Christy Hisel Chantilee Mendenhall, ASG
Others present:	Martha Sanchez	

1. Call to Order

Patty Robles, Co-Chair called the Customer Service Committee meeting to order at 1:08 p.m.

2. Public Comment

None

3. New Members

Lisa Cross requested via email that everyone invite someone to become a member of the Customer Service Committee. Sheila brought Martha Sanchez to the meeting; we hope that she will consider becoming a member of this committee.

4. Old Business

The Ice Breaker for Orientation went well; everyone enjoyed it. Good job Lisa and Patty.

5. Calendar of Events and Meeting Schedule

Everyone was given a calendar of events and meeting schedule.

6. Budget

Patty reported that after discussing the committee and its needs with Dr. Gould, he approved the increase of the budget, which will now allow us to hold the planned events.

7. Staff Appreciation BBQ

It was suggested that the Staff Appreciation BBQ/Chili Cool-Off be held on November 5, 2008.

M/S/C Robles/Gamboa to schedule the Staff Appreciation BBQ on November 5, 2008.

Patty stated that she will prepare a sign up sheet for volunteers. Ricardo, Cesar, and Frank stated that they would be in charge of the BBQ grill. Maria Esquer stated that she would contact Myriam Fletes about assisting again this year and about the decorations or any other items she may have in storage from previous BBQ's. Yethel will ask Rick about being the DJ again. The committee agreed that we should like to keep the set-up the same because it turned out really well last year.

It was agreed that the menu would be the same as last year (nachos, veggie burgers, hamburgers, hot dogs & bacon wrapped hot dogs). Lisa asked everyone to donate at least 2 dozens of cookies for the BBQ. Patty asked if we would like to continue having the best western dressed contest and everyone agreed that it was a good idea. Patty and Lisa stated that winners need to be present to win and that

there would be drawings every hour. Lisa suggested that the Foundation have a 50/50 raffle at the BBQ to raise funds. Gene said it was a great idea and he would look into preparing it.

Mary Ann suggested that we have another game for the staff called Chicken Craps. The idea would be that we have a big playing board with numbers enclosed by bails of hay. Employees would then buy a number for one or two dollars, and then there would be a live chicken placed inside and whatever number the chicken poops is the winner. It was suggested that Pat Pauley, Ag Club Advisor use this event as a fund raiser for his club. It was also suggested that Pat Pauley be asked about getting the bails of hay.

CHILI COOK-OFF

Mary Ann stated that she would continue to be in charge of the Fall Food Drive. Mary Ann smith requested that we have more prizes for the Chili Cook-Off. Unused funds budgeted for Orientation can be used to pay for more prizes.

M/S/C Smith/Dorsey to approve prizes for 2nd place(\$50) and 3rd place (\$25)

8. Subcommittee Overview and Reports

a. Welcome Wagon Subcommittee

The Welcome Wagon prepared mugs for the orientation; thanks were given to Mary Ann and everyone who helped. Membership is needed in the Welcome Wagon to conduct tours. Lisa suggested that maybe HR should get involved in promoting the tour and putting it together. Sheila stated that she would talk to Travis to see if maybe they could come up with something.

b. Employee of the Month

Patty stated that the Employee of the Year was Tyson Aye and that he would be joining the subcommittee. She also stated that some recruitment needed to be done for the committee.

9. Election of Officers

The committee suggested that the officers stay as they were and that no elections were necessary. Patty and Lisa accepted staying as Co-Chairs. Yethel stated she could only continue as secretary if meetings were changed to 1:00 p.m. in order to accommodate her work schedule.

M/S/C Dorsey-Freeman/Gamboa to re-elect Lisa Cross and Patty Robles as Co-Chairs and Yethel Alonso as Secretary.

M/S/C Cross/Esquer to approve the moving the meetings to 1:00 p.m.

10. Other

WEEKS OF THANKS AND GIVING

Mary Ann stated that she would continue to be in charge of the Fall Food Drive. Lisa suggested that maybe we could start promoting the Fall Food Drive at the BBQ by asking everyone to bring a canned good in exchange for an extra raffle ticket. Lisa will try to get a volunteer to take care of the canned goods at the BBQ.

HOLIDAY DRIVE

The committee discussed the holiday toy drive. Yethel suggested that this year the committee put something together for the faculty and staff. She stated that this would be a tough year for everyone and that we always ask the faculty and staff to give; she said it would give them something personalized for all they do. All agreed but stated it would cost money to do this; everyone was going to brainstorm ideas to make this happen.

Patty stated that we need to decide who the committee would like to sponsor. Lisa stated that she would like us to do something different this year. Patty then stated the idea of giving to seniors instead of children. Everyone agreed that this was a good idea. We could have an adopt-a-grandparent drive. Lisa will contact organizations for seniors to gather information about their needs and how we can help.

M/S/C Dorsey/Gambo to sponsor seniors during this year's holiday gift drive.

11. Next Meeting

Next meeting is scheduled for September 26, 2008 at 1:00 p.m. in the Board Room

12. Adjourn

Meeting was adjourned at 2:13 p.m. by Patty Robles