Imperial Valley College Customer Service Committee Unapproved Minutes

Meeting of February 20, 2009			
Committee members present:	Yethel Alonso, Secretary Lisa Cross, Co-Chair Maria Esquer Toni Gamboa Travis Gregory Cesar Guzman	Mike Nicholas Ricardo Pradis Patricia Robles, Co-Chair Norma Santana Mary Ann Smith	
Committee members not present:	Erika Aguilar Sheila Dorsey-Freeman Myriam Fletes Dr. Ed Gould, Ex-Officio Christy Hisel	Paige Lovitt Frank Miranda Leticia Petty Tanya Rios, ASG Martha Sanchez	
Others present:	None	None	

1. Call to Order

The meeting was called to order by Patty at 1:10 pm.

2. Approval of Minutes

M/S/C Mary Ann/Cesar to approve the minutes of 10/3/08, 10/10/08, 10/17/08, 11/3/08, 11/7/08, and 11/14/08 as submitted & the minutes of 12/5/08 as corrected.

3. Certificates of Appreciation

Patty stated that at the February 18, 2008 Board meeting Mary Ann, Lisa, and herself were presented with plaques in appreciation for all the work they have done with the Customer Service Committee. Lisa stated that it was very nice to get recognized for the hard work but she knew that the recognition should go to everyone on the committee because without the whole committee nothing would be possible. Patty & Lisa then presented everyone on the committee with a Certificate of Appreciation for each committee member. Toni Gamboa was presented a plant for all the extra work that she has always done for the committee.

4. Old Business

Weeks of Thanks & Giving

3,658 pounds of food and \$1,130.00 were donated in total. Mary Ann stated that Lincoln Davis made a last minute run to the market to make sure that the English Department had 371 pounds of food so that they would win the food drive. Mary Ann sated that the rewards were as follows:

1st, 2nd, & 3rd place winners - 2lb of See's candies 4th, 5th, & 6th place winners - 1lb of See's candies 7th, 8th, & 9th place winners - 1lb of peanut brittle

A copy of the thank you letter from the Food Bank was distributed, however the letter had been revised by the Food Bank and a copy of the revised letter will be distributed at the next meeting. Patty stated that the (revised) letter was included in the last Board meeting packets.

Holiday Gift Drive

Patty stated that 107 presents were given to seniors as well as approximately \$450.00 worth of necessities. Lisa stated that it was lots of fun presenting the gifts to the seniors and that Hope Davis was there and guided them in some Christmas caroling. Pictures of the gift drive came out in the IV Press and there was also a news clip that came out on the KYMA channel, showing a brief interview of one of the senior citizens regarding her thoughts of the gift presentation.

A copy of the thank you letter from the Valley Convalescent Center was distributed. This letter was also included in the last Board meeting packets.

5. New Business

Ice Cream Social

M/S/C to have the Ice Cream Social on Tuesday, March 17, 2009.

Lisa stated that Dr. Van Decker would be providing the entertainment. Lisa stated that the Social would be held in the amphitheater area and that we would use the same set up as we did for the BBQ except that instead of 6 serving tables we would have 3. It was decided that we would serve Root Beer floats and vanilla, mint and pistachio ice cream. We would also provide water, root beer, and sprite. Toni agreed to be in charge of the cookie list. Mary Ann agreed to be in charge of the Hat Contest. Travis agreed to be the MC. Maria agreed to help with the decorations. Mike will be in charge of the flyer and the photography. Travis will request release time. Yethel will provide the set-up to Rick and will be in charge of the ice and tubs.

6. Employee of the Month Report

Yethel stated that the Employee of the Month for February is Bruce Page. She thanked Mary Ann for the great presentation she did. Yethel also stated that the Employee of the Month for March had been selected and the winner would be presented with the award sometime during the first week of March.

Yethel suggested that the nomination boxes be made more visible. She suggested making large, colorful signs. She also suggested having the nomination form available on the web.

7. Other

None

8. Next Meeting

Friday March 6, 2009 at 1:00 pm in the Board Room

9. Adjourn

M/S/C Travis/Mary Ann to adjourn the meeting at 1:00 pm.

Handouts: Thank you letter from IV Food Bank; Thank you letter from Valley Convalescent Center