



First Impressions
Make Yours Count

First Impression Steering Committee

TOP ISSUES-FACULTY October 2009

- 1) Guest Speaker Protocol
 - a. Protocol checklist, sample emails, worksheets and student presentation now available on-line at <http://www.georgebrown.ca/centres/HCA/first-impressions.aspx>
 - b. Contact: Morag McKenzie mmckenzi@georgebrown.ca

- 2) Communication Standards
 - a. 24 hr. standard for email and voice mail set as best practice.
 - b. Email with links, tools and guidelines to be sent by end of September.
 - c. Contact: Suzanne Caskie scaskie@georgebrown.ca

- 3) Student Tune-Up Workshops
 - a. Tues. Nov. 10th and Wed. Nov. 11th from 11:00 a.m. -1:00 p.m.
 - b. CHCA Atrium
 - c. 4 Workshops being offered: Make-Over to a New You, Good to Great, Speed Dating and Make an Impact
 - d. GREAT chance to learn and have some fun!
 - e. Contact: Morag McKenzie mmckenzi@georgebrown.ca



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TOP THREE ISSUES-STAFF October 2009

- 1) Support Staff Training
 - a. Two hr. training scheduled for Oct. 27th and 29th (choice of dates)
 - b. Combination of workshop and discussion focusing on customer service/First Impressions
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