



First Impressions
Make Yours Count

First Impression Steering Committee

TOP ISSUES-FACULTY September 2009

- 1) Guest Speaker Protocol
 - a. Guest speaker protocol introduced at Culinary Arts and Hospitality Management Chair meetings.
 - b. Detailed introduction at Full Coordinator's meeting.
 - c. Protocol checklist, sample emails, worksheets and student presentation now available on-line at <http://www.georgebrown.ca/centres/HCA/first-impressions.aspx>
 - d. 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



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TOP THREE ISSUES-STAFF September 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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