

AUXILIARY ROUNDUP



NEWSLETTER

Refresh your knowledge of the EIA Standards!

Start the new year off right and consider adding Service Standard #2 to your New Year's Resolution. Building relationships paves the way for the development of cross-functional team relationships and a culture of trust, accountability, and respect.

This could look like:

- *Taking a moment to provide context on any forwarded emails or request and asking if there is anything else you can provide, rather than simply forwarding alone.*
- *Actively working to understand the structure and function of other departments and identify ways to communicate and serve one another well based on how each department operates.*
- *Getting to know your colleagues and partners on a personal level, beyond their role and responsibilities.*

For the full Elevation in Action manual, click [here](#).

STAFF PERKS

Buy a Ramsey Pass to Help with your New Year's Fitness Resolution

As a staff member at the University of Georgia, you have access to world-class facilities, recreational sports classes, and programs with membership at the Ramsey Student Center. Faculty and staff memberships are available for \$20 for a single month commitment or \$15 per month for a multi-month commitment.

To make attaining your fitness resolutions even easier, you can purchase the Ramsey parking pass which provides 90 minutes of parking at the East Campus Deck each day for the low price of \$35 per year. For information or to purchase your pass, contact the [One Stop Shop](#), located on Tate Plaza, or call (706) 542-7275. For more information on Ramsey memberships, click [here](#).

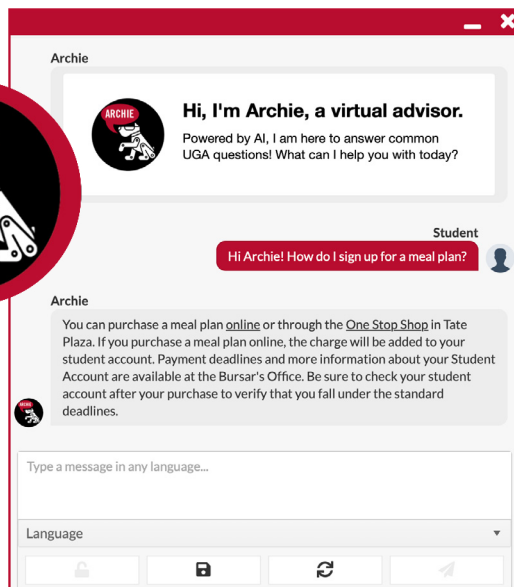


NEWS UPDATES

Have a Question? Now you can ask Archie!

Archie is a new virtual chatbot system that can be found on the Dining Services and Transportation & Parking Services websites. Users can ask Archie questions about meal plans, dining commons hours, parking permits, the bus system, and more!

Powered by artificial intelligence, Archie has a wealth of knowledge on a variety of subjects, specialized for each website. With plans to expand, Archie will soon be available on other UGA websites to provide additional resources for students.



Courtney & John: A UGA Golf Course Engagement

By Allie White

Auxiliary Marketing & Communications

While the Georgia Bulldogs were gearing up to beat Clemson on Saturday, September 4, John Little BS'17 was playing the worst 9 holes of his life.

Like any other gameday in Athens, Courtney Odum BS'12, MS'17 was excited for her and John's tradition of playing 9 holes at the UGA Golf Course before making their way to watch the game and cheer on the Dawgs. On this particular Saturday, however, John had something else in mind — getting down on one knee.

When Courtney and John first met as students while working at the UGA Golf Course in 2015, they never knew the lifelong impact it would have on them. "It feels like a place [where] I grew up and was able to become an adult," says Courtney.

Courtney started working at the Golf Course while she was in undergrad pursuing her degree in psychology. When she graduated and was offered a full-time position as a manager in the Golf Course café, she took it. Using the Tuition Assistance Program (TAP) offered to benefits-eligible faculty and staff, Courtney got her Master of Social Work in 2017 and now works as a social worker in Duluth.

Meanwhile, pursuing a degree in computer science, John also started working at the UGA Golf Course while in undergrad and quickly found a home away from home.

"There's a sense of family when you work at the Golf Course," John, who is now a software developer in Duluth, explains. "This was the first job I ever had that I actually wanted to hang out with the rest of the team outside of work."

Courtney and John both joined Supper Club, a tradition with their Golf Course coworkers where they tried a new restaurant each week. Soon, with some well-intentioned

meddling from John's sisters and Courtney's roommate, they started dating.

Five years later, despite playing the worst 9-holes of his life and planning to propose in the place they met, "The hardest part was actually getting Courtney over to the



proposal spot," John says.

Courtney explains, "He wanted to show me an area of the Golf Course they had recently renovated, but I could see it from the golf cart and didn't see the need to walk over." What she couldn't see was that friends and family had placed an engagement ring on the ground in the middle of a circle of roses.

When John insisted that she get out of the cart to see the rest of the driving range, Courtney suddenly knew he was going to propose and, surrounded by friends and family, John got down on one knee. Their wedding is planned for Spring 2022 at her family's golf course in Claxton, GA.

As students make up 80 percent of the staff, "Waves of people come and go from the Golf Course," Courtney says.

John continues, "It's the nature of the course, since people are consistently graduating and moving on with their careers. But there's always a sense of home and family at the course, and that's what makes it special."

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EMPLOYEE SPOTLIGHT



A Dining Services 'Lifer'

Mike Oats is always on the go as a Retail Dining Assistant Manager for the Dining Services Einstein Bros. Bagels locations. "I want to make sure every employee who comes in enjoys their job and every student walks away happy," he says.

Dubbed a "lifer" by his colleagues, Mike began his time with Dining at old Bolton as a psychology undergrad from Cataula, GA. He spent some time at Snelling and was hired full time at new Bolton after graduation **BS '15**.

After a few years, Mike began to get restless and wanted to see what was available outside of the university. He quickly missed the Dining culture and community, however, and returned. "I love that we're so customer and team oriented," he says. "It's greater than just yourself."

As an assistant manager, Mike now ensures that all three Einstein locations are prepared to serve the UGA community and keep their customers satisfied. He makes sure that each store is stocked and has the produce they need, trains new staff, keeps everything in line with health codes, and is quick to assist in any way.

The culture within Auxiliary Services inspires Mike



to emulate those he works for and with. "Mike really appreciates his employees and is awesome," says John Funderburk, Retail Dining Manager for Einstein Bros. Bagels.

"My core values tie in to what this job needs out of me," Mike says. "It's part of the reason I decided to come back."

Call for Submissions ➤

Do you have an example of someone (or a group) who has inspired others, provided exceptional customer service or exemplifies our Elevation in Action standards? If so, email alliewhite@uga.edu for their story to be in an upcoming edition of the Auxiliary Roundup.



Commemorative Orange Bowl gear is available at the UGA Bookstore in celebration of the Dawgs' win on December 31. Merchandise is available both in-store and online.



Transportation & Parking Services' annual Operation Safe Drive event a success

On Thursday, November 18, more than 300 students, faculty, and staff attended Transportation & Parking Services' Operation Safe Drive. This annual event, in partnership with Watch for Dawgs, Auxiliary Services, Office of Sustainability, Bike Athens, Campus Catering, and Coca Cola, invited the UGA community to have their vehicle inspected for free at the Tate Center Parking Deck.

A New Year, A New... Who Are You?

By Shaquavia Bell
Auxiliary HR

As we move into the new year, take this as an opportunity to see your resolutions from a new perspective. The new year is a time to start over, take chances, make mistakes – as well as a few promises to ourselves. So, this year, instead of making the same resolutions we all make year after year, build your resolutions around being your most authentic self.



Who we are shapes our identity and our decisions. Our personal identity is a composite of all of your personality traits, beliefs, values, physical attributes, abilities, and other identifiers that make you who you are. When choosing to make resolutions, align your beliefs with your actions to ensure you are being authentic to yourself.

When we look within ourselves, we often point out the things that we don't like. We see all of our flaws before we see any of our good qualities and characteristics. Why do we consider these traits flaws? We do this because we internalize the values of others to shape our perception of ourselves. Truthfully, very few people choose their identities, but there is power in knowing who you are and what makes you happy and fulfilled. Defining yourself based on your own beliefs and values as opposed to others allows you to be authentic in your purpose.

This year let's do something different, instead of making a resolution to change or improve, let's make a resolution to relearn and discover. Relearn the things about yourselves that make you great. Discover new things about your personality or about your identity that boost your confidence and your self-esteem. Make a resolution to discover your "true self" and be your own positive influence. Knowing and accepting the multiple layers of who you are is key in understanding and accepting everyone around you.



Students enjoyed a special menu of chicken and waffles while Snellibrating the end of the semester at Snelling Dining Commons on December 7.

FROM OUR HOME TO YOURS

Continue to celebrate from Our Home to Yours with a special recipe from your Auxiliary Services colleagues! For a full list of recipes, visit dining.uga.edu/our-home



Featured Family Recipe

This is a recipe my mother taught me how to make. She learned it from her mom. I'm sure it has changed over the years, but the basics are the same. I doubt my grandmother used crackers or breadcrumbs, she always had homemade biscuits on hand. Our family enjoys it, and it makes me think of Grandma's house when I make it.



—Michelle Faulkenberry (Panda Express)

Michelle Faulkenberry and family, pictured (above).

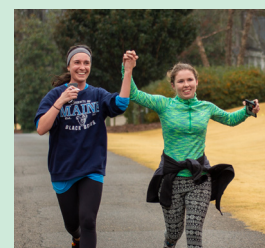
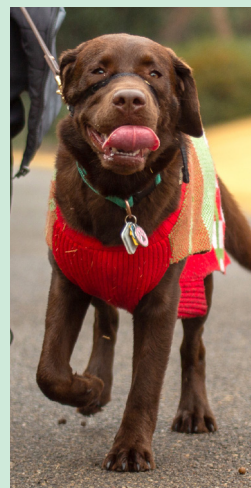


Chicken-n-Dressing

Number of servings: approximately 12

Medium whole chicken, cooked and pulled
 strained chicken stock (celery, carrots, quartered onions with skin, salt and pepper to taste)
 1/2 pan leftover cornbread (more if needed)
 1/2 pack crackers, crushed
 1 cup bread crumbs
 6 slices toasted bread, crumbled (or 2-3 leftover biscuits)
 1 onion, diced
 2-3 Tablespoons dried celery (or to taste)
 1-2 Tablespoons sage (or to taste)
 salt, to taste
 pepper, to taste
 1 stick butter
 5 eggs

1. Preheat oven to 375°F.
2. Cook onion and dried celery until onions are done.
3. Fill a 9" by 13" pan about 2/3 of the way with the following:
 - Half of the pulled chicken (you can always add more later)
 - Onion and celery mixture
 - Cornbread, crackers, breadcrumbs, and toast/biscuits
 - Sage, salt, and pepper
4. Pour strained stock in the pan and mix.
5. Taste and add more seasoning if needed.
6. Add eggs and mix well.
7. Add more stock so that the mixture is soupy (it will thicken up as it cooks). Don't fill all the way to the top as the mixture will rise a little.
8. Add sliced butter on top (do not mix).
9. Cook for 45 minutes to an hour until brown on top.



On December 8, the University Health Center, Golf Course, and Auxiliary Services hosted the annual Jingle Bell fun Run at the UGA Golf Course! All proceeds from the 5K were donated to Toys for Tots.

CALENDAR OF EVENTS



January 4–9

- › UGA Transit on Intersession Service, 7:00 a.m. – 7:00 p.m.

January 5

- › O-House opens for regular service hours, 7:00 a.m. - 9:00 p.m.
- › Village Summit opens for regular service hours, 7:00 a.m. - 9:00 p.m.

January 6

- › Niche opens for regular service hours, 7:00 a.m. - 2:30 p.m.

January 9

- › Bolton opens for service at 4:00 p.m.

January 10

- › Classes begin
- › Snelling opens at 7:00 a.m. for regular service hours

January 17

(Martin Luther King Jr. Day)

- › University closed
- › Bolton and Village Summit closed
- › No bus service

January 20

- › Disco Party in the dining commons

January 27

- › Founder's Day Cupcakes in the dining commons

January 29–30

- › UGA Lady Bulldog Classic (Golf Course closed to the public, spectators are welcome)

EDITORIAL TEAM

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Adam Rainville

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Karen Hart

Golf Course

Rusty Gay

Human Resources

Katrina Pittman

Shaquavia Bell

IT/Project Management

Denise Anderson

Marketing & Communications

Allie White

Taylor West

Amanda Pankhurst

Sam Pittard

Lynae Sowinski

One Stop Shop

Karey Kazemi

Transportation & Parking Services

Ashley Puckett



Have you ever thought of a new customer enhancement or ways to improve our services? We would love to hear your ideas! Please submit your thoughts [here](#).