

AUXILIARY ROUNDUP



NEWSLETTER

Refresh your knowledge of the EIA Standards!

Being solutions-oriented helps eliminate “that’s not my job” from the workplace vernacular. While it’s not always easy, the key is to put yourself in someone else’s shoes and do whatever you can with the resources at your disposal to solve the problems in front of you. This could mean seeking out the answer to someone’s question, directing them to the right person, or just helping someone take an actionable next step towards finding a resolution! [Click here to read more about Service Standard #3.](#)

NEWS UPDATES

Olivia & Martín: A Snelling Dining Commons Love Story

Under the constant sound of chopping, dicing, and oven timers, the back of a kitchen isn’t usually the place that one expects to find the person they’re going to spend the rest of their life with. When Olivia Castleberry, **BS ’19**, started working at Snelling Dining Commons, she was a freshman in college, still adjusting to major changes and determining what the future might hold. Martín Moreno, **BS ’17**, a junior at the time, was a student



worker who already worked in the front-line stations.

With overlapping shifts, the two quickly became good friends and would take their breaks together to talk about their classes, likes, dislikes, and goals in life. Looking back on their time at Snelling, Olivia remembers all of the people, lessons, and skills that still impact her life to this day. “I have a lot of good memories at Snelling,” she explained. “It’s the place where I met the love of my life and I’ll always be grateful for that.”

Approaching seven years since they first met, Olivia and Martín recently celebrated their one-year wedding anniversary cheering on the Dawgs at the National Championship game in Indianapolis. This National Championship and the Georgia Bulldogs play a unique role in the Moreno’s lives. “We once road tripped to Pasadena to watch the Dawgs play in the Rose Bowl with only one ticket between us,” explained

STAFF PERKS

Athletic Game Tickets

Did you know that as staff members at UGA you have access to discounted, sometimes free, tickets to certain Athletic events on campus? All UGA faculty and staff are admitted for free to Women’s Basketball games and can receive discounted season tickets for Men’s Basketball and Football tickets. Faculty and staff can also receive discounts on season tickets for Baseball and Gymnastics! For more information, along with a schedule of upcoming games and matches, [click here!](#)



Continued on page 5

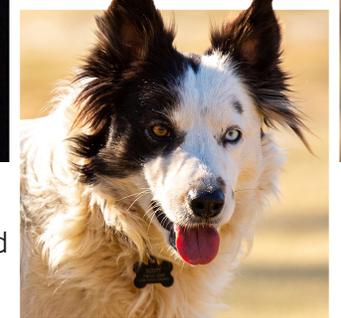
Golf Course's Scott Griffith Wins Environmental Leadership Award

A premier public course, the University of Georgia's Golf Course prides itself on its commitment to environmental stewardship, water management, and sustainability. No one knows this better than the Golf Course's Superintendent, Scott Griffith.

"My goal as the Golf Course's Superintendent is to provide the best possible playing conditions on a daily basis," Scott explained. "It's all a balancing act. There's a lot of variables when it comes to maintaining a golf course. You're at the mercy of the weather so it's ever changing, but to see the results of your work come together and maintain a course like this? It's why I come in each day," Scott went on.

A man who wears many hats, Scott can be found overseeing general care and upkeep on the course, managing the maintenance team, performing administrative tasks, and handling Birdie. If you're ever looking for Scott, all you have to do is follow Birdie, the Golf Course's official bird dog. Just like her handler, the rough coat Border Collie plays an important role in overseeing the course. While Birdie helps manage the wildlife that pose a threat to the course, Scott's day-to-day revolves around the overall health and quality of the golf course and its impact on the surrounding environment.

Recently, Scott was awarded the Environmental Leadership Award on behalf of the Georgia Golf Course Superintendents Association (GGCSA) for his efforts in creating a template that sets a standard for best practices in the state.



"Scott has been a sustainability leader within the Georgia golf industry for many years," explained Matt Peterson, PGA manager at the UGA Golf Course, "the GGCSA's Environmental Leadership Award is very well deserved."

The GGCSA is made up of Superintendents and golf course professionals from across the state who enhance the game of golf and the golf course management profession through advocacy, education, environmental stewardship, and recognition for the professionals in the industry. "It means a lot to me to be recognized by our peers for our efforts out here at the course," explained Scott.

Taking the national template for Best Management Practices (BMP), Scott, along with Dr. Gary Hawkins and other community members, adapted the template to set the water quality standards in the state of Georgia. The GGCSA sends out a Best Management Practices guide in partnership with the Golf Course Superintendents Association of America, Environmental Institute for Golf, and the United States Golf Association to highlight the best practices in the industry. Scott's work to set a best practice for a golf course's water quality allowed other professionals across the state to make more informed decisions towards their course's water quality as well.

For his efforts, Scott was invited to speak at the Georgia Environmental Conference on Jekyll Island in fall 2018 to explain their new template to a crowd that consisted of members of the Environmental Protection Agency and other golf course professionals. Scott has been invited back to the Georgia Environmental Conference and will speak again this year.

"I didn't do it because I wanted to win an award," explained Scott when asked about setting a best management practice, "I did it because I saw a gap in the BMPs and wanted to make sure the golf course maintained a low impact on the water quality in the area."

While Scott's stride towards environmental stewardship, sustainability, and water management are being recognized across the state, Auxiliary Services is lucky to have him as the UGA Golf Course Superintendent. "Scott has always done a fantastic job of maintaining the golf course in an environmentally friendly way," furthered Matt Peterson, "I'm very proud of Scott's accomplishments and am grateful for all that he does to make the UGA Golf Course such a great facility!"



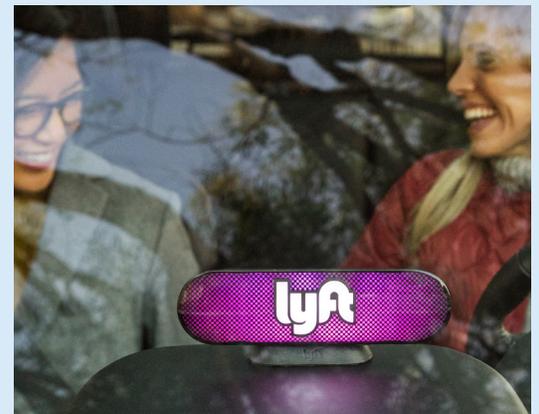
Will Schusterick,
3-time USDGC Champion



The UGA Golf Course in partnership with Prodigy Disc Golf hosted a disc golf event from Saturday, February 26 - February 27. Attendees had the chance to meet and workshop with three-time USDGC Champion, Will Schusterick.

Auxiliary Services helps launch late night transportation service for students

With more than 2,500 rides in its first month, UGA Ride Smart, in partnership with Lyft, has offered late-night transportation options to students across campus. Auxiliary Services played a major part in the rollout of UGA Ride Smart and continues to help facilitate the operational, financial, marketing, and communication needs of the program. Over 7,000 students have already opted in to the program and this number is expected to rise as more students become aware of the initiative and its benefits. For more information on UGA Ride Smart, visit tps.uga.edu/ridesmart.



F&A – Family Outreach Initiative

Over the holiday season, the Finance & Administration Diversity Committee partnered with the Athens Area Housing Authority to assist local families in need. The Auxiliary Services family showed immense generosity and kindness, which led to us far exceeding the expectations set for our first Family Outreach Initiative. The contributions allowed the sponsored family to receive every item on their wish list and more! Thank you for demonstrating the strength of Auxiliary Services and how meaningful our impact can be when we all work together.

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.



EMPLOYEE SPOTLIGHT



Aundrea Upshaw: Taking advantage of opportunity

Variety is the spice of life, and it's what Aundrea Upshaw enjoys most about her work at Snelling Dining Commons.

"I like change, so the variety of my job is good," Shaw explains. As a Food Service Worker II, Aundrea works at Snelling Dining Commons in The Bowl station where she serves visitors with power bowls that feature healthy essentials like complete proteins, heart-healthy fats, and antioxidants.

Aundrea starts each day with another essential: coffee. It's a must-have for a dynamic workplace like Snelling. Once she is fueled and ready to go, she preps her student workers on the tasks for the day. "There's not really a daily routine because every day features a different protein and menu," Shaw shares.

Aundrea has worked with Dining Services and Auxiliary Services for nearly six years. Over the course of her career, she has enjoyed the opportunity to work with others who have opened her eyes to the opportunities and potential of working at a place like UGA. "My former supervisor, Darnell Tate, was like a father figure to me," Aundrea

says. "He would talk to me every day and ask about my life, but also encourage me to take advantage of opportunities and to get involved."

And that's exactly what Aundrea has done. She enjoys the perks and benefits of working in Auxiliary like the movie nights at the Golf Course, and most notably, has taken advantage of the Tuition Assistance Program (TAP). "I did use TAP and graduated with a Bachelor's in Sociology and now I'm going back for my Master's in Organizational Leadership," says Aundrea.

Shelly Orozco-Marrs, Operations Manager for Snelling Dining Commons, shares about Aundrea's journey, "Aundrea is an asset to Snelling Dining Commons. Over these last few years, she has worked full-time at Snelling while completing her bachelor's degree. In 2021, she was promoted to a supervisory level food service position while beginning her master's degree."

The best part of the job for Aundrea? Her coworkers and the students. "What gets me excited about my job is the people. I like interacting. Once you get to know me, I'm very outgoing. I also like to cook and learn new

recipes and trying new things." And her coworkers tend to agree.

"Aundrea approaches each workday with calm, patience, determination, strength, and perseverance," says Orozco-Marrs. "In her new role, Aundrea has played a vital part in implementing a popular new food platform at Snelling, The Bowl, which has quickly become a go-to favorite for meal plan students and guests."

And for those who may need a little boost, Aundrea is quick to give words of advice and encouragement. "Make the best of it," she says. "As long as you know what you're doing it for and if you have a plan and goals, stick with it and make the best of it." We're glad to have Aundrea as a part of the Auxiliary family. Next time you visit Snelling, stop by The Bowl station to see Aundrea and to be refreshed in more ways than one!



Aundrea Upshaw
Full-Time Food Service Worker at Snelling

TO WATCH AUNDREA'S VIDEO, CLICK ABOVE OR SCAN THE QR CODE ➔



NEWS UPDATES (cont.)

Olivia. “Martín had a ticket and when we got to the Rose Bowl, he told me to go inside and see the game while he would tailgate outside with some friends. So to be able to go to the National Championship game together, right after our one-year wedding anniversary, felt like a full circle moment.”

Still in Athens, Olivia’s day-to-day looks a lot different as a Safety & Compliance Specialist for the Environmental Safety Division than it did when she worked at Snelling. “I make sure that the labs on campus dispose of hazardous waste properly and help with lab closures and cleanouts,” she explained. Utilizing the Tuition Assistance Program (TAP) offered to all benefits-eligible faculty and staff, Olivia is perusing her master’s in Occupational Safety & Health from Georgia Tech and expects to graduate in August.

While Olivia still works in Finance & Administration at UGA, Martín is now a program engineer in the manufacturing and automation industry. “We’re really just taking it day by day,” said Olivia when asked about the future. “We want to travel more, maybe do a long-distance hike, and at some point, start a family,” she said laughing. While Olivia and Martín’s path has taken them into different industries and directions post-graduation, they both still credit the kitchen at Snelling for giving them their start.



Auxiliary Helps Celebrate the National Championship

Gorgia defeated Alabama 33-18 on Monday, January 10, to win their first National Championship in four decades. To celebrate the big win, a parade and Dawg Walk were followed by a special ceremony held in Sanford Stadium on Saturday, January 15. Transportation & Parking Services offered excited Georgia fans shuttle rides to and from the festivities, while Dining Services celebrated the occasion with festive balloons and decorations throughout the dining commons and Bulldog Café, and the UGA Bookstore offered commemorative shirts and memorabilia for a season well deserved! Thank you to our units who helped support the celebration events. This would not have been possible without you!



The UGA Student Government Association hosted a karaoke event at Snelling Dining Commons on February 2. Sa'Derrick Smith hosted the Karaoke @ The Summit event on February 17.



BY THE NUMBERS



548,347
PASSENGERS TRANSPORTED IN THE FIRST TWO MONTHS OF 2022



>13,000
AVERAGE DAILY MEALS SERVED IN THE DINING COMMONS



COVID-19 Testing Reminder

Surveillance testing remains an important step in our defense against infection. The University Health Center and Veterinary Diagnostic Labs are equipped to test up to 800 people per day for COVID variants. These tests are free to faculty, staff and students. [Click here to schedule an appointment.](#) Walk-ups are also welcome.

UGA Golf Course Receives Numerous Awards

2021 was a banner year for the UGA Golf Course, as the course received state and national recognition for its offerings and service to patrons.

Golf Advisor's Golfers' Choice 2022 awards featured the UGA Golf Course in several categories, all based on customer reviews from the previous year. The rankings are determined by data including value, conditions, layout, pace of play, staff friendliness, and off-course amenities. Awards are given in several categories including state rankings, national rankings, collegiate rankings, friendliest courses, and best course layout.

For 2021, the UGA Golf Course ranked #1 in the state of Georgia, #1 in collegiate courses, and #10 nationally. Additionally, the course ranked in the top 25 for friendliest courses and at 17th overall for course layout.

"The Golfers' Choice awards are significant because they are based on actual customer reviews," says Matt Peterson, PGA manager of the UGA Golf Course. "This is the feedback that paying customers share with one another about a golf course, so it's a great indication of how your facility is performing."

These rankings come as a result of a never-ending

pursuit of excellence by the University of Georgia, Auxiliary Services, and the staff at the UGA Golf Course.

"For the University Golf Course to hit five different ranking lists in 2021 demonstrates the amazing work the staff performs each and every day," says Peterson. "These rankings encompass all facets of the operation; golf operations, driving range operations, and golf course maintenance. The staff strives to consistently provide excellent playing conditions and great customer service and these awards confirm they are experts at doing so. I'm grateful for their efforts on behalf of the university and so happy that they received this very well-deserved recognition!"

The UGA Golf Course is a public course open to students, faculty, staff, alumni, and the general public and is operated under UGA Auxiliary Services. The course is home to both of the University's top-ranked golf teams and serves as host to numerous competitions throughout the year, both collegiate and professional, while also offering enjoyment to all golfers of all ages and skills. For more information, please visit golfcourse.uga.edu.



Bolton, Village Summit, Oglethorpe, and Snelling celebrated Athens Worldwide, a celebration of flavors from Athens locations across the country and around the world, on Thursday, February 24.

Lift Every Voice: A Musical Tribute to African American History

Part 1: From the turn of the century to the 1970s

By Shaquavia Bell

Auxiliary HR

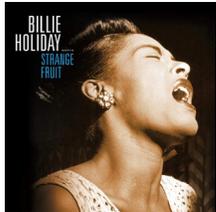
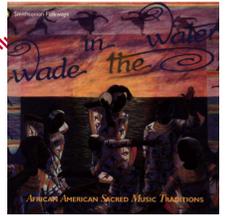
Music is defined as vocal and/or instrumental sounds combined in such a way as to produce beauty of form, harmony, and expression of emotion. When you hear your favorite songs, what emotions do they evoke? For me, there are songs that match my highs, lows and in-betweens and often express my feelings better than I can express myself. When thinking about the music, consider the millions of stories that have been told by artists when given the platform to speak freely, to amplify their voice and to have a place in this world. For African Americans,

music has been used to express emotions and tell stories of not only trials and tribulations, but also triumph. From Jubilee to Ragtime, Jazz, R&B, and now Hip Hop; genres of African American music have evolved to express the growth of a diverse culture.

Take a historical journey to discover the evolution of thoughts and emotions expressed throughout African American History through this collection of songs and artists from various genres of music from the turn of the century to the 1970s:

1901

“Wade in the Water”-1901, is an African American jubilee song, a spiritual. Songs of this genre were created and sung by enslaved African Americans. Although it has not been proven, it is believed that the song was associated with the Underground Railroad and was used as a secret code to warn slaves of potential trouble ahead along their secret routes.

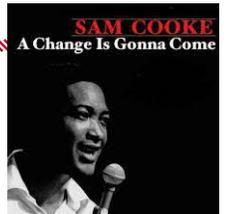


“Strange Fruit”-1939 was originally a poem written by Abel Meeropol, that was later turned into a song and performed by Billie Holiday. Abel, a Jewish school teacher, wrote the song in protest as a response to imagery of lynching in US southern states. In 1999, Time Magazine named “Strange Fruit” the song of the century. Billie Holiday’s performance of the song captivated the audience as the words were given life when she performed and evoked feelings of sadness and rage.

1939

1964

“A Change is Gonna Come”-1964 this song by Sam Cooke is considered to be one of the most important songs of the civil rights era. Known as a crossover artist during his time, connecting with fans of various background, the song “A Change is Gonna Come” was the first time that the artist addressed social problems in a direct way. This song was written shortly after Cooke and his band were turned away and denied rooms at a Holiday Inn in Shreveport, LA. The song continues to have a timeless impact on all generations.



“What’s Going On?”-1971 a song by Marvin Gaye that was released at the height of the Vietnam War. This song signifies a change in America. During this time, other transitions in society were starting to emerge such as environmental issues, the Black Power Movement and other social and economic transformations. The heightened awareness of these transformations prompted a change in the messaging and focused on promoting love while bringing awareness to disparities people were facing during this time. People believe that the lyrics in this song are still relevant today, acknowledging that although progress has been made, there is still more work to be done.

1971

As you take in the sounds and rhythm, take in an appreciation of the voices who sing them, the writers and composers who wrote them, and the stories behind them. **Stay tuned for part two coming in May, where we explore how the African American experience has evolved through musical history from the 1970s to today.**

Making Nutrition Fun: A Feature on the Peer Nutrition Educators

The Peer Nutrition Educators (PNE) program is comprised of students majoring in nutritional sciences or dietetics at UGA who are under the instruction of Katherine Ingerson, Dining Services' Registered Dietitian. These students represent three departments: the Department of Nutritional Sciences, Dining Services, and the University Health Center. To be a Peer Nutrition Educator, these students were accepted into a competitive 135-hour long internship and practicum.

Throughout the year, these students conduct one-on-one nutrition advisements, facilitate programs regarding popular requests, such as fad diets or weight management, and infographic design for bulletin boards around campus and social media. "Our Peer Nutrition

graduate school and dietetic internships. Former PNEs have gone on to study and intern across the nation, including Purdue, Emory, Yale New Haven Hospital, St. Louis Medical Center, and the US Olympic Training Center. Former PNEs are employed in menu Research and Development at Coke, Pepsi Co., Chick-fil-A, and Zaxby's. Several of them are officers in the US Army Medical Corp; in fact, 4% of the Army's registered dietitians are former UGA PNEs! They have also gone on to be successful in the food services sector, leading programs at Notre Dame University and the global company Merieux NutriSciences. Many of the former Peer Nutrition Educators credit their time in the program for their ability to leverage their skill set in their new roles.

In the future, Katherine Ingerson and the Peer Nutrition Educators are looking to continue their efforts to share nutrition education across campus and to help foster the next generation of up-and-coming nutrition professionals. For more information on the Peer Nutrition Educators, please visit dining.uga.edu/nutrition/pne/.



Educators (PNEs) had a very successful school year, despite having to shift to virtual training and virtual education," explained Katherine Ingerson, RDN, LD. Despite the challenges the PNEs faced in the 2020-2021 school year, they were able to partner with UGA Housing, Ramsey, Student Affairs, and others to give nutrition presentations and engage with students on campus.

The PNE program was developed in 2000 by Alice Bender, MS, RDN, LD, who was the University Health Center's Registered Dietitian at the time. Since then, the program has been extremely successful in helping dietetic students prepare for



▲ (Top Row - Left to Right) Brianna Cannova, Sam Hill, Megan Govedich, Katherine Ingerson; (Bottom Row - Left to Right) Mariah McDaniel, Laney Griffin, Lauryn Griffin, Starlyn Street, Beth Kindamo



The Disco Party event was hosted in Snelling, Bolton, Village Summit, and Oglethorpe Dining Commons on January 20.



CALENDAR OF EVENTS



MARCH 24-27 – Liz Murphey Collegiate Classic at the Golf Course, open to spectators, course and range closed, golf shop open

MARCH 31 – National Crayon and Tater Day at the dining commons

APRIL 2 – UGA Law School Outing at the Golf Course, public tee times in the afternoon*

APRIL 9 – Oconee County High School Girls Tournament, open to spectators, public tee times available*

APRIL 11-MAY 4 – Continue to Dine

APRIL 13 – Terry Women's Range Clinic at the Golf Course, range space limited from 3 – 4:30 p.m.

APRIL 14 – Oconee County Chamber of Commerce Outing at the Golf Course, public tee times available*

APRIL 16 – Luka's Fund Tournament at the Golf Course, limited tee times available*

APRIL 21 – End of the Year Bash / Club Hopping at the dining commons

APRIL 22 – The Cottage Classic Outing at the Golf Course, public tee times available*

APRIL 23-26 – ASUN Conference Tournament at the Golf Course, public tee times available*

APRIL 30 – Knights of Columbus Outing at the Golf Course, public tee times available*

MAY 1 – Terry College MBA Outing at the Golf Course, public tee times available*

MAY 3 – Last day of classes
– Chicken & Waffles at Snelling

MAY 4 – Reading Day

MAY 4-11 – Buses operate on Finals Schedule

MAY 5-11 – Final Exams

MAY 9 – Lydia's Place Fundraiser at the Golf Course, public tee times available*

MAY 11 – Bolton closes 10 pm, O House closes 9pm, Snelling closes 8pm, The Niche closes 2:30 pm

MAY 12-13 – Snelling open modified hours
7am - 8pm

MAY 13 – Commencement

MAY 14 – Housing closes noon, Village Summit closes at noon

MAY 14 – First Baptist Church of Winder Outing at the Golf Course, public tee times available*

MAY 16 – O-House open for May Session

MAY 20 – UGA Rec Sports Tournament at the Golf Course, course closed all day, golf shop and range open

MAY 23 – Athens Athletic Hall of Fame Fundraiser at the Golf Course, public tee times available*

MAY 28-29 – Southeastern Junior Golf Tour at the Golf Course, course closed all day, golf shop and range open

MAY 30 – Memorial Day, No Classes
– O-House closed for Memorial Day

*(call for availability), golf shop and range open

EDITORIAL TEAM

Bookstore

Adam Clark

Dining Services

Derrick Mathis

Adam Rainville

Finance/Business Analytics

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](#).