

# AUXILIARY ROUNDUP

## NEWSLETTER

### NEWS UPDATES



**Auxiliary Services Introduces New Program—We Do the Right Thing!** Auxiliary Services enhances the University's pursuit of excellence and fulfills the needs of students, faculty, staff, and visitors by developing and offering high-quality goods and services. We operate in a financially self-supporting manner and provide exceptional service across the University. We build a sense of home, community, and belonging for our students to support them in their academic endeavors. We support faculty and staff as they advance the University's teaching, research, and service missions. We take care of each other as we collectively take care of the University. **This is our why!**

As part of Auxiliary's commitment to service excellence, we are piloting a new organization-wide initiative: We Do the Right Thing! This initiative provides a framework for building a supportive culture across all Auxiliary Services' work. Building on a foundation of ethical decision-making, We Do the Right Thing offers a variety of tools, processes, and engagement to Auxiliary team members as they carry out their day-to-day work. These include:

- » **Auxiliary Compass:** A centralized resource that provides guidelines and principles to help team members make ethical decisions in their daily work. It includes scenarios and examples to illustrate how to apply these principles in various situations.
- » **Open Communication Channels:** Multiple established channels for communication, including a regular "Fireside Chat" with Auxiliary's Associate Vice President, regular team meetings, and anonymous feedback forms.
- » **Learning and Development:** Regular training sessions conducted to educate team members about customer service excellence, decision-making, change management, and fiscal accountability. These programs are designed to equip team members with the knowledge and skills they need to excel in their roles.

Be on the lookout for more information about this important initiative. **Together, we can do the right thing!**

**THE  
RIGHT  
THING**



# Innovation in Campus Dining

## AI-Powered Market



**UGA Dining Services is introducing a cutting-edge, AI-powered market to campus, elevating the way students shop for food.**

The newly renovated Market at Russell, powered by AiFi's technology, offers a seamless, checkout-free shopping experience.

Students simply scan their UGA OneCard and preferred payment method upon entry, grab their desired items, and exit — without having to wait in line to checkout. The system

automatically detects purchases and charges the selected payment method, including Paw Points, which are available to students as part of the UGA Meal Plan.

“This market provides a secure, convenient way for students to grab meals and snacks, especially after hours,” said Steven Olesen, Executive Director for Dining Services. “We’re excited to bring this innovative technology to UGA and enhance the campus dining experience.”

One of the greatest benefits of the new market is Dining’s ability to extend hours and analyze consumer trends. The results have been tremendous, with Dining now able to offer students the items they desire at all hours of the day. The AiFi Market operates from 8:00 a.m. to 5:00 p.m. for all students, with after-hours access available to high-rise dorm residents of Russell Hall, Brumby Hall, Creswell Hall, and Black-Diallo-Miller Hall.



## New Faces in Auxiliary

*Rebecca Vander Plaats joined Auxiliary Services as the new Public Relations and Communications Director on March 18. Rebecca brings a wealth of experience and a strong track record of success, having served in the Office of the President since 2015. During her tenure, she coordinated a broad array of communications while collaborating with numerous stakeholders across campus.*

*Join us in welcoming Rebecca to Auxiliary!*



# Liz Murphey Collegiate Classic

A Proud UGA Golf Tradition

**T**he UGA Golf Course will host the annual Liz Murphey Collegiate Classic April 7-9, 2025. This year marks the 53rd iteration of the tournament.

This tournament is one of the oldest women's collegiate tournaments in the U.S., named in honor of women's intercollegiate sports pioneer and former UGA Associate Athletic Director Liz Murphey. It often attracts one of the best competitive fields of the spring season.

Although the course will be closed for public play, spectators are welcome, and admission is free.



# Taste of Home

## Celebrating 39 Years of Favorites

UGA Dining Services celebrated its 39th year of Taste of Home, an event where current students and their families submit family-favorite recipes. Selected recipes were featured on March 20 at Snelling, O-House, Village Summit, Bolton, and The Niche during breakfast, lunch, and dinner.

Over 3,000 cherished family recipes have been featured since Taste of Home began in 1987.



## FOOD SAFETY!

### Spring Into Picnic Season—Safely!

By Tracy Winters | UGA Dining Services

Warmer weather means it's time for picnics! To make sure your outdoor meals are as safe as they are delicious, keep these food safety tips in mind:

- › **Wash & Pack Smart:** Rinse all fruits and veggies before packing. Keep cold food in an insulated cooler with ice packs and pack it last to keep food at 41°F or below as long as possible.
- › **Keep Hands Clean:** Bring hand sanitizer or a way to wash your hands before eating.
- › **Stay Cool:** Place your cooler in the shade and only open it when necessary.
- › **Know When to Toss:** Leftover cold food that's been sitting out should be discarded to avoid foodborne illness. Food shouldn't be out of temperature control for more than 4 hours.

Now that you're picnic-ready, enjoy the sunshine and good food—safely!





# BPI Capstone Project

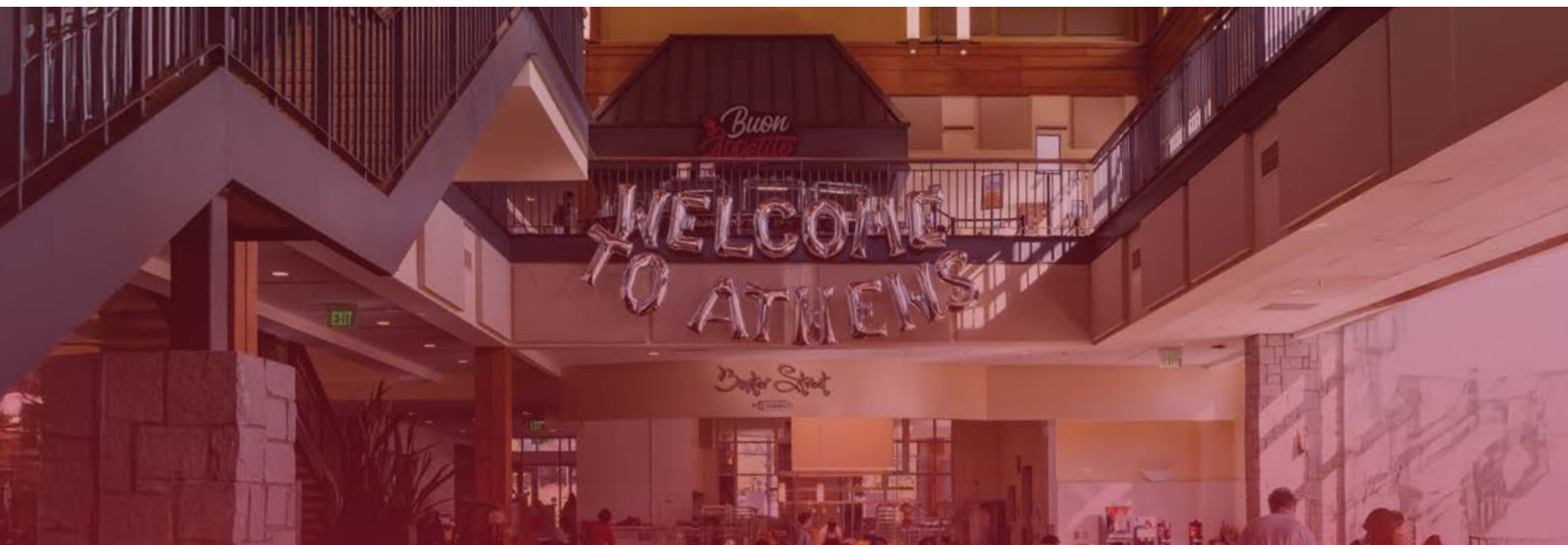
## Innovative Student-Led Project Enhances Finance Operations

This past semester, three Auxiliary Services interns—Amily Chowdury, Sarah Garner, and John Barnes—took on the challenge of streamlining a key financial process as part of their capstone project. Amily and John, from the Business and Process Improvement (BPI) team, collaborated with Sarah, a Finance student, to enhance the **unearned meal plan revenue recognition process**.

Through discussions with the Auxiliary Finance team, they developed a current state analysis that mapped the existing process and identified a desired future state that would reduce inefficiencies and improve accuracy.

Sarah documented project requirements, while John worked closely with Cindy Malcolm, Associate Director for Accounting Operations, to ensure the tool met practical needs. Amily then built the app in Qlik, transforming and validating the data to improve accuracy and efficiency.

The result? A user-friendly app that saves the Finance team an average of **five hours per cycle** while enhancing precision. The students showcased their work to Auxiliary Services leadership, demonstrating the impact of their innovation and teamwork.



# A Memorable Dining Experience for Mom

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**While visiting UGA with her son**, who was interviewing for the prestigious Foundation Fellowship in the Morehead Honors College, a mom from Southern California experienced something beyond her high expectations—an exceptional dining experience at Bolton Dining Commons.

Having celiac disease makes eating out a challenge, but UGA Dining staff went above and beyond to ensure her meals were safe, delicious, and worry-free. From personal guidance on gluten-free options to special meal accommodations, the team provided an experience unlike any she had encountered before. Her appreciation speaks volumes:



***Students at UGA are extremely lucky to have such a dedicated and knowledgeable team.***



UGA Dining is committed to creating an inclusive and accommodating dining environment for all students and guests. A very special thank you to each of our team members in Dining for all that you do each day to provide exceptional customer service!



***Mom  
Approved***





# Elevation in Action

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## Go the Extra Mile to “Elevate the G!”

**M**ake yourself available for your teammates.

The more generous you are with your time, the greater the return. As you offer your time and talents to others, they'll offer theirs to you. Lend a hand, make a connection, and serve to the best of your ability. Each member of F&A plays an important role in serving and supporting the mission of UGA.

We are a collaborative, diverse, committed, and talented group of individuals joined by the honor and privilege to serve the University and surrounding community. The level of effort and care we put into the details of our jobs can make a critical difference in the UGA experience for everyone. Let's go the extra mile to elevate the G!

This looks like:

- › *Taking a Personal Interest: Connect and engage with the people you serve in a genuine, authentic way. Put yourself in your customers' shoes.*
- › *Demonstrating Gratitude: The students and communities we serve create the jobs we fill. Show your appreciation and respect to everyone you interact with, including your teammates.*
- › *Surprising and Delighting: Even the tiniest of gestures can create a strong and lasting impression, even more so when they are unexpected.*
- › *Being Remarkable: You can turn a regular encounter into an extraordinary experience by showing enthusiasm, anticipating needs, and providing next-level service.*

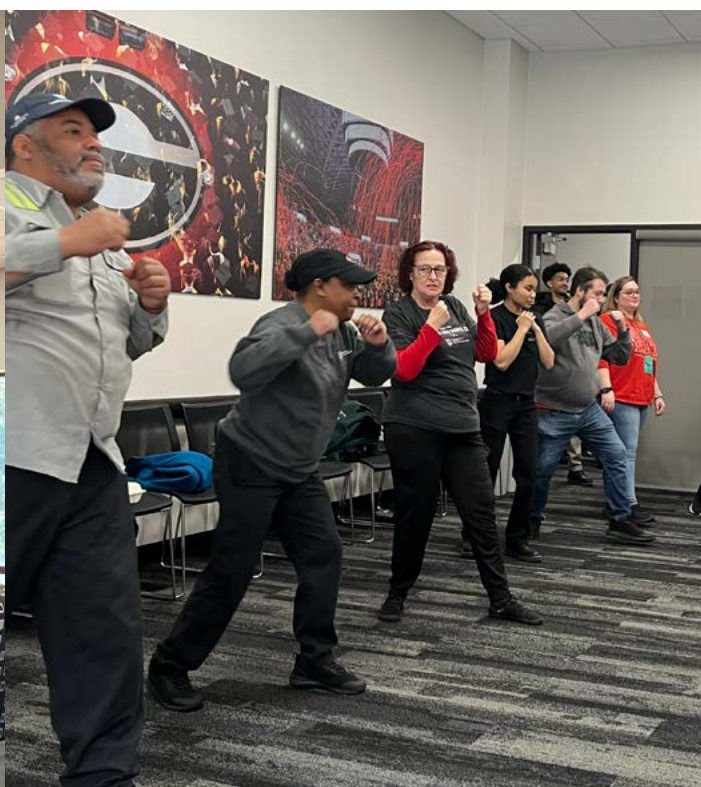




# **2025** AUXILIARY SERVICES **WELLNESS** workshop

On March 3, 2025, Auxiliary Services hosted the fourth annual Wellness Workshop.

Auxiliary Services staff enjoyed a variety of breakout sessions focused on well-being. Attendees explored topics such as stress relief through boxing, nutrition tips, homeownership readiness, and personal safety. Experts led engaging discussions on mental and physical health, while participants also enjoyed a massage station and interactive learning opportunities. The first 125 attendees received lunch from McAlister's Deli, and door prizes added excitement to this successful event promoting campus wellness.





# Looking Ahead

Mark your calendars for these upcoming events!

## F&A Recognition Events

**May 13th** Ice Cream Social

2:00–5:00 p.m., Intramural Fields

**May 14th** F&A Recognition Ceremony

10:00 a.m.–12:00 p.m., Hodgson Hall,  
Performing Arts Center

## New Student Orientation

Teams will be gearing up soon to tell incoming students and their families all about Auxiliary Services. Orientation is an opportunity for new Bulldogs to learn about the unique services we provide to campus and our commitment to building a sense of home, community, and belonging for our students.

## Chicken & Waffles

The beloved end-of-semester tradition continues! Chicken & Waffles will be hosted at Snelling Dining Commons on **Monday, April 28**.

## Annual Parking Permit Application

If you're looking to change parking lots for the upcoming academic year, the annual parking application period will open on **Wednesday, April 23**.

During this time, you can request a different parking lot. If you want to keep your current permit, it will automatically renew. Look for an email in your inbox from Parking Services with more details.

## Final Exams & Commencement

Final exams are **April 30–May 6**. Graduate Commencement will be held **Thursday, May 8** and Undergraduate Commencement will be **Friday, May 9**.

## Coming Soon!

New **electric buses** are set to arrive on campus this summer.

