



Moving Quality Service Beyond the Basics

In recognition of your successful completion of the
Advanced Connections Professional Development Program

this

Certificate of Accomplishment

is awarded to

Jim Hayes

For Dedication and Commitment to –

- I. **Helping Build a Service Culture:** You play a key role at this institution in building teamwork, improving systems, and preventing problems.
- II. **Polishing Daily Service Skills:** By developing your service skills, you ensure the best service to people you help and the best relationships with people on your campus team.
- III. **Meeting Service Challenges:** You distinguish yourself as an excellent service provider by your willingness to handle difficult situations and by your foresight in helping to prevent them.

Wayne Dubo

VICE PRESIDENT FOR STUDENT AFFAIRS

[Signature]

GROUP FACILITATOR

October 27, 1997

DATE