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Virginia Tech Staff Employee of the Week

October 15, 2007

Group Name: Carol Y. Bishop
Job Title: Assistant Director for Operations
Employee's Home Department: University Unions & Student Activities
Employee's College or VP Area: VP for Student Affairs
Nominated For: Governor's Award for Customer Service
Nominated By: Scott A. Reed, Senior Associate Director for Operations & Services, UUSA
Virginia Tech Hire Date: October 1, 1986



Summary

Carol Bishop, Assistant Director for Operations Services in Squires Student Center for University Unions, oversees the complex operations services in Squires Student Center which focus directly on offering premier customer service for the university community through information services, event set-up, meeting room equipment, and general building operations management. The friendly, student focused customer service in Squires is largely due to her strengths in preparing and mentoring student employees to genuinely care about offering premium service to university customers. Through this work, Bishop is not only dedicated to her role in customer service quality but she also constantly performs additional duties that are not part of her job description including building security, leadership development, and chairing the departmental recognition committee.

Bishops customer service duties include writing customer relations policies, frequent problem solving, building a strong customer service mentality in her full-time and student staff, evacuating the building assuring customer safety, and most importantly, serving as an example of elite customer service for student, staff and customers. Bishops work in customer service has been consistently superior for years capped off with numerous accolades from student employee alumni, parents, and recognition by her UUSA peers in 2005 for one of the UUSA Core Value awards.

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