

DECEMBER 1994

CONNEXIONS



MOVING UPDATE DATES

- ♦ DEC. 12 - Boxes will be delivered. They will be broken down so each office will need to put them together. This could be a project for your student worker.

- ♦ DEC. 15 - **MANDATORY MEETING**



FOR ALL THOSE WHO ARE INVOLVED IN THE MOVE.

TIME: 8:00 A.M.

PLACE: CAFETERIA

PURPOSE: To meet with the movers .

There is a great deal of detailed information that is necessary for each of us to know for the move to be efficient.

- ♦ DEC. 27 - Packing day. OK to wear Jeans.
- ♦ DEC. 28 - Moving day. Only designated people will work.
- ♦ DEC. 29 - Unpack day. OK to wear Jeans.

ACCORDING TO :

DAN S. * The mail room and disbursement area will remain in the present building and disbursed to each office daily.

* We will all have E-mail. This will enable us to transmit memos, messages, information and forms that you design. This should help eliminate a lot of the paperwork between offices.

* There will be a copy machine on each floor in the lunch rooms. One of the larger copiers will be placed in the 2nd floor room but there will be a limit to the amount of copies that can be made. All large copying jobs will be sent to Mary.

* Each office should be thinking about a "Lead" person who will do a final check on the 27th that everything has been packed and tagged correctly.

GARY C. * As of Thursday, Dec. 8th the elevator was delivered and is being installed.

* The removal of old walls is complete. The new walls are being sheetrocked and painting will start next week.

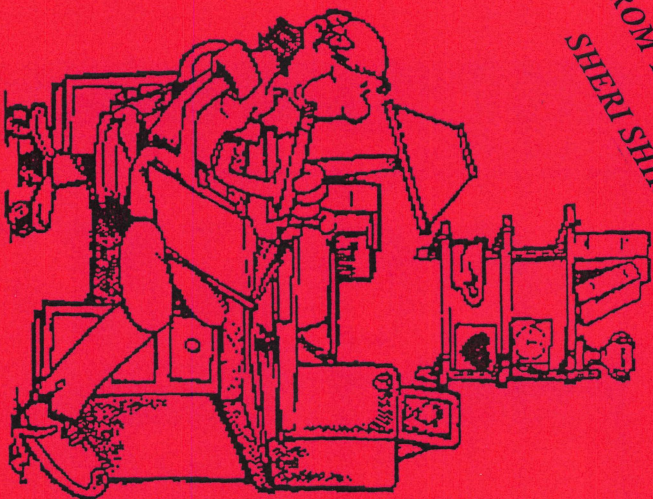
* Partitions will not be put up until after the move.

WALLY K. * Most of the wiring is completed.

* Adam is set up

* Next week we should have the access server power from the new building. You should be able to notice a major change in operation of your system.

FROM THE DESK OF:
SHERI SHIRLEY



Who are your customers?

Quality programs claim you should strive to please all customers — both internal and external. But how do you identify them?

Lisa Ford, of Ford & Associates training and consulting company, offers the following suggestion. Ask yourself, "If I stopped doing what I do in my job for two weeks, who would complain?"

That list of potential complainers is also your list of customers. This test will also remind you of just how important your job really is.

'I know I'm three days late for work, but ...'

Oh, the creative reasons people give for being late or absent from work! Questionable excuses can cause ill feelings among coworkers.

A recent survey, developed by Accountemps, the temporary staffing service, lists some of the most innovative. Executives were asked: "What is the most unusual excuse you have heard for someone being late to work or absent?" Here are some of their responses:

- "My favorite actress just got married — I needed time alone."
- "The lead dog for my dogsled died."
- "The engine on my yacht wouldn't start."
- "My husband's pet spider died, and I had to console him."
- "I felt it was better to sleep in at home rather than sleep at the office."
- "I had to sort socks."
- "I just forgot to come to work."

TWELVE MARKS OF A PROFESSIONAL.

CALLING SOMEONE A PROFESSIONAL DOES NOT MAKE THEM A PROFESSIONAL. PROFESSIONALS ARE SET APART BY THEIR ACTIONS. THE PROFESSIONAL PEOPLE ARE THOSE WHO BEHAVE IN PROFESSIONAL WAYS.

1. THEY ARE VERY GOOD AT WHAT THEY DO.
2. THEY CONSISTENTLY DO THEIR BEST, WHETHER THEY FEEL LIKE IT OR NOT.
3. THEY TAKE GREAT PRIDE IN WHAT THEY DO.
4. THEY HAVE CAREFULLY DEVELOPED THE SKILLS AND TECHNIQUES OF THEIR TRADE.
5. THEY HAVE MASTERED THE BASICS OF THEIR TRADE.
6. THEY CONSTANTLY SEEK TO IMPROVE THEIR PERFORMANCE.
7. THEY STAY UP-TO-DATE ON NEW DEVELOPMENTS.
8. THEY ARE INTERNALLY MOTIVATED.
9. THEY ARE CREATIVE AND INNOVATIVE.
10. THEY ARE CONSCIENTIOUS AND TRUSTWORTHY.
11. THEY ARE ETHICAL.
12. THEY PUT SERVICE AHEAD OF PERSONAL CONSIDERATIONS.

ALSO, SINCE OUR MEDICAL BENEFITS INCLUDE 'WELL-NESS' VISITS NOW, MAKE SURE YOUR PHYSICIAN KNOWS WHEN YOUR VISIT IS A ROUTINE CHECK-UP!

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Thank You

WE WANT TO SAY "THANK YOU" TO ALL THOSE WHO ARE NOT INVOLVED IN THE MOVING. YOU HAVE PUT UP WITH THE CENTER OF INFORMATION BEING THE MOVE. IT WILL SOON BE OVER AND BACK TO NORMAL (IF YOU'VE DISCOVERED WHAT "NORMAL" IS PLEASE LET US KNOW).

from the desk of Sheri Shirley: The "Student Assistant" performance evaluations need to be turned into ASAP!!

NOVEMBER / DECEMBER

BIRTHDAY PARTY

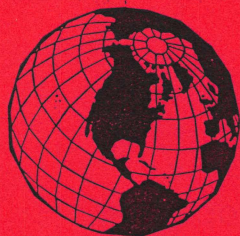
DATE: THURS., DEC 15

TIME: 3:00 P.M.

Design

Direction

Production

Palazzo deMix

What ever happened to Dave Landis? He is working at Palazzo deMix as Director of Multi-Media for the new media development. He says that it is a new opportunity for him and is learning a lot.

ENROLLMENT NEWS

Cal White reported that the estimate enrollment for Spring Semester is 800 - 810. There were 700 students that pre registered with 100-140 new apps. Not all new applicants will actually attend, but there are still applicants coming in!!!!

SMT'S AND TOP GUN

✋ They are continuing to happen. Kirsten Erickson, who was Dave's student worker, is keeping them on track to keep Dave's legacy here at NC alive!!! She reported that God has been helping her by sending people who are helping in several areas. The auditions for Summer Ministry Teams (SMT) will continue as planned on January 13th.

KARI CAMPBELL

Pastor Jack reports that Tim Walters (his mother is a nurse in the hospital where Kari has been) said that the tumor has shrunk and is 1/2 the size it was. Kari was able to go shopping and is feeling a lot better. We want to "Praise the Lord" for her improvement and continue to pray for a complete healing.

TAMI & RANDY WATTS:

Lydia Moss reports that Randy has a slipped disk in his back and is unable to work. Please continue to pray for them.

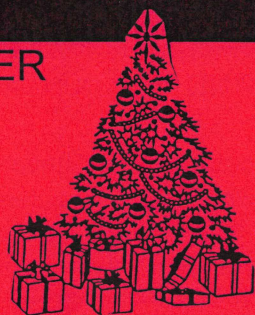
more about customer service

FROM THE SERMON OF DR. MURTUGH (HUSBAND OF TAMI, ACCOUNTING DEPT.): WHY CUSTOMERS QUIT!!

1% die	9% competitive reasons
3% move away	(price)
5% other friendships	14% product dissatisfaction

BUT.....68% quit because of an attitude toward them by some employee!!

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CONFIDENTIAL

Shhhh.....did you know that employees at NC can shop till they drop on campus at the bookstore!! On top of a one stop shopping privilege there is 20% off all items. There is not a store in town that has a staff like this one!! umm....Thought provoking isn't it. "Remember this is confidential" if you tell your co-workers they might beat you to the NC store.

*don't forget: Christmas Party
Friday at 7 p.m.*

Theme is:



The Party is compliments of the Administration of Northwest College. President and Nancy Davis host the occasion. Administrators, Staff and Faculty have worked hard to give our NC FAMILY a holiday party. It won't be the same without you!!!!

Thanks to Glenda Bruner for the following info:

Northwest District

New Address: 7001 220th St. SW
Bldg.1 Suite 101
Mt Lake Terrace, WA 98043

Phone: 640-0222

Fax: 640-0333

**LAST DAY FOR CHECKS TO BE WRITTEN
IS DECEMBER 22, DUE TO THE MOVE.
PER BETTY KERR**



The question was asked regarding the mail delivery. There will be a delivery of mail once a day to each building. Toni will remain in her present location and sort mail from there.

If you have any more questions or comments, please give them to Sheri S. or Sharon G. We hope that the "Connexions" will connect us together better.

