

# **Western Michigan University**

## **Bernhard Center**

### *Student Employee Learning Outcomes*

Students employed by WMU Catering and the Bernhard Center operations area will, through targeted training, on the job experience, and interaction with their supervisor, develop specific learning outcomes. Student employees will be engaged in some if not all of the following learning outcomes.

#### **Personal Competence**

- Through targeted training and on the job experience, Bernhard Center student employees will be able to demonstrate:
  - customer service skills.
  - problem solving skills
  - conflict management skills
  
- Bernhard Center student managers and facilities technicians will have a general understanding and knowledge of meeting room audio-visual services and technology so that they will be able to engage with and assist student and campus guests.

#### **Interpersonal Competence**

- Bernhard Center student employees will be able to confidently direct students, faculty, staff and guests to various area across campus.
  
- Bernhard Center student employees will be able to explain and apply their roles in an emergency situation.
  
- Bernhard Center student employees will have a general understanding of the mission and function of the Bernhard Center and WMU Catering which will allow them to provide better customer service to students, faculty, staff and guests.

#### **Communication**

- Bernhard Center student employees will be able to identify the best forms of communication, whether verbal or written, to address a variety of situations.

#### **Diversity and Inclusion**

- Bernhard Center student employees will be able to provide a welcoming environment for the diverse population at Western Michigan University.
  
- BC student employees will be able to articulate the importance and impact of an inclusive and diverse environment.