FRONT DESK

Who we are, why we are important, and the challenges we face to create the most efficient and organized workplace possible

Sidney LaLonde
Western Michigan University
WHO

Sidney

Lindsey

Amara

Alayjah
• Central location for information about the office for sustainability and sustainability related topics on campus.
• Direct traffic and provide assistance
• Provide updates on current events or answer common questions.
• Create an efficient and organized workplace here at the Office for Sustainability.
• Is there a way in which we can all feel united, and also exchange thoughts and ideas with one another even though we all work independently?
Front Desk Idea Board

Discussion

Write Post Add Photo/Video Add File More

Write something...

Sidney LaLonde
April 9 at 3:17pm

Okay ladies

This is what I’ve been working on for part of my presentation. I wanted some feedback!

I’ve included most of the FAQ’s that you all agreed on, but I’m having some conflict. I feel as though ECO JUGS should be included as well... WHAT DO YOU THINK????... See More

ADD MEMBERS

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<thead>
<tr>
<th>Name</th>
<th>Add Member</th>
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</thead>
<tbody>
<tr>
<td>Chloe LaLonde</td>
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<tr>
<td>Michael LaLonde</td>
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<tr>
<td>Erin Bobbitt</td>
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DESCRIPTION

Welcome to the front desk team idea/dream board! Since we are a... See More

TAGS

Add a few descriptive keywords.

LOCATION

Add a location for this group.
OUTCOME

- Frequently Asked Questions document
- Assist all front desk team members in providing consistent answers for the often asked questions
FUTURE

• Reviewing the FAQs will become part of front desk training and will help us get “up to speed” as ambassadors of the Office for Sustainability.

• If the Communications Committee agrees this is a good idea, I would like to see the FAQs on the website as a point of reference for our friends on campus and in the community.
Office for Sustainability

FREQUENTLY ASKED QUESTIONS

Who Are We?
The Office for Sustainability serves as a guide to the WMU community in fulfilling and growing its sustainability commitments.

Our Mission
To guide and assist the WMU community in fulfilling and growing its sustainability commitments through building a diverse and dynamic learning community around sustainability. We will continually explore and develop new opportunities to create a culture of sustainability and improve quality of life for all.

Contact Us
If there are any questions that haven’t been answered, our website serves as an excellent resource to find information.

www.w econ. edu/ sustainability

FAQs
Q: Is this the bookstore?
A: This used to be the campus bookstore, but in 2012 it became the home of the WMU Office for Sustainability.

Q: What is the bike shop open?
A: The Bike Shop is open Thursdays from 11:00 a.m.-1:30 p.m. This is where we have a team of repair personnel who can help you how to fix your bike. We also have tools and a bike pump up front at all times for quick fixes.

Q: What is an eco jar, and how can I get one?
A: Ecojugs, and eco mugs are a sustainable alternative to disposable water bottles. All first-year and transfer students can come to the OES with their student ID and receive one for free. If a student loses theirs or wants another one, they are $5 for the jugs and $10 for the mugs. For non-students, jugs are $10 and the mugs are $14. Ecojugs are the only container that students can bring into the dining centers and use. There are also many businesses around the Kalamazoo area that offer discounts when you use your jug.

Q: Can I bring my recycling here to the OES?
A: All students, faculty, and staff can recycle their waste on campus. If generated on campus, for students, faculty and staff that live off-campus, the City of Kalamazoo website has information and guidelines for recycling pickup. We, as a University, must pay to dispose of all recycling. This is why we do not take the community’s recycling here at the office. Batteries, lightbulbs, and electronic devices are all considered “Universal Waste.” If generated on campus, WMU Environmental Health and Safety (EHS) needs to manage these. You can contact Mark Weiss, Director of EHS at 907-5388 for collection and management. If generated off-campus, send them to the Household Hazardous Waste Recycling Facility.

Q: How can I get involved with the OES?
A: There are many ways to get involved with the OES! Our website provides links to information on volunteer opportunities, job openings, internships, and many more ways to be involved in a sustainable lifestyle.

If you want to know if the Office would want to partner with an organization on a project (either by donating money, people, or space) the best way to get the information is to our leadership team would be to send a summary of the request information to the general office email crosswilling the following:
- Who is the person/organization?
- What the project request is?
- When is the event and date associated with the request?
- Why is this important?
- How to get in contact in the future