

Student Center Operations Scorecard

Customer Service

- Is there an authentic exchange extended to all guests upon entrance and exit?
- Do staff members appear to be positive and approachable?

Comments: _____

Presentation

- Are high-traffic areas well-maintained and free from scuff marks or wear?
- Is the music at an appropriate volume for a comfortable common area experience?
- Are there any burnt-out light bulbs or dim areas that need attention?
- Is the temperature comfortable for a pleasant common area experience?
- Are all staff members wearing clean and presentable uniforms (including name tags)?
- Is the area free from unpleasant odors that need to be addressed?
- Is the cleanliness of unused tables maintained, free from any stains or crumbs?
- Is the cleanliness of the common area restrooms appropriate?
- Is the maintenance of restroom facilities managed within the Student Center?
- Do the chairs and tables look sturdy, well-maintained, and free from any wobbling?
- Are the windows clean and in good condition?
- Are decorative elements clean and well-kept (e.g., seasonal decorations, marketing materials)?
- Is the overall atmosphere conducive for a comfortable common area experience?

Comments: _____

Safety

- Is every area free from obstructions or clutter?
- Is the doorway unobstructed, free from any potential barriers or blockages?
- Is the environment free from any potential fire hazards?
- Are the floors clear of any spills or potential hazards that might pose a risk of accidents?
- What safety measures are implemented to prevent accidents in areas with designated storage spaces?

Comments: _____

Signs

- ___ Has the tape been removed from signs that were previously hung?
- ___ Are the customer service QR codes posted and easily found?
- ___ Do all informational signs have a cohesive design and follow a consistent visual theme?
- ___ Are all signs displaying updated information?
- ___ Does every sign holder have a sign within it? If not, is there a plan to store away those without signs to maintain a clutter-free environment?
- ___ Do all sign holders contain a properly displayed sign (centered and straight)?
- ___ Are event or schedule signs current and reflecting accurate dates and times?
- ___ Can a QR code, requesting feedback from guests, be found at every service location?

Comments: _____

Electronic

- ___ Are digital displays, such as screens or monitors, in working order and displaying relevant information?
- ___ Is the sound system providing clear and pleasant background music without disruptions?
- ___ Are charging stations or outlets available for guests to charge electronic devices?

Comments: _____

Storage/Supplies

- ___ Are the restrooms equipped with all necessary supplies such as toilet paper, soap, and hand towels?
- ___ Can guests easily report any concerns or issues related to restroom cleanliness and supplies?
- ___ Are all visible dry storage shelves well-organized with clearly labeled items?
- ___ Are cleaning supplies stored in a designated area?
- ___ Are storage containers and bins clean and in good condition?
- ___ Is the storage room free from any signs of pests or infestation?
- ___ Is there a system in place for managing inventory and restocking items as needed?

Comments: _____

Closing

- Was the trash taken out and is there no trash left over from the night before?
- Is the location presentable and ready to be opened?
- Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- Have all areas been checked to ensure they are clean and organized for the next day?
- Have all necessary closing reports or documentation been completed and filed accordingly?
- Was all equipment and machinery properly shut down and secured for the night?
- Have all lights and electronic devices been turned off to conserve energy overnight?
- Are all entry points, windows, and doors securely locked to ensure the security of the premises?
- Have chairs and tables been returned to proper locations post-events?

Comments: _____

ADA Accessibility

- Are the staff members addressing potential challenges related to accessibility during high-traffic times in common areas?
- Are there any ongoing efforts to educate guests about the importance of maintaining clear pathways and accessible spaces around tables?
- Are there specific features, such as adjustable tables or clear spaces, implemented to accommodate individuals with varying mobility needs?
- Is the Student Center addressing any potential obstacles or barriers that may impact accessibility between tables in common areas?

Comments: _____

Organization

- Are there color-coded systems in place to identify different storage sections within the facility?
- Are there methods employed to designate specific zones for different types of inventory?
- Are shelves labeled to assist in easy identification of Conference and Event furniture and other items?
- Is the back hallway layout optimized to facilitate quick and accurate retrieval of items?
- Are there visual cues or signs to indicate the location of frequently accessed items in the back storage space?
- Are there established procedures for modifying storage arrangements in response to changes in the quantity or type of items on hand?

Comments: _____
