2018-19 YEAR IN REVIEW

RESIDENTIAL AND HOSPITALITY SERVICES
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Thank you to all the team members who made this year possible!

INCLUDING ACCOMPLISHMENTS FROM
Auxiliary Enterprises, Residence Education and Housing Services, Culinary Services and Spartan Hospitality Group

We are a division driven by its values. With this year’s updated RHS strategic plan, and a revamp to divisional values, we’d like to share our successes through the lens of People, Purpose and Practice.
We are committed to exceeding the expectations of the diverse community we serve.

Residence Education and Housing Services created Spartan Compass, a program providing an environment for first-year students that intentionally encourages inclusive community building, transition support, student success and on-campus housing retention. Culinary Services opened three new venues at the MSU Union Food Court and implemented two fresh venue concepts at Spartan Stadium. Spartan Hospitality Group’s Breslin Student Events Center implemented digital catering order forms for suite guests, while Kellogg Hotel & Conference Center installed a new, more accessible front entrance, and Spartan Spirit Shop team members received recognition from the Office of the Provost for their crucial role in Commencement ceremonies.

To learn more, visit go.msu.edu/whats-new-2019-20.
In everything we do – from beginning to end – we will be passionate about delivering an outstanding Spartan experience that meets the unique and individual needs of our customers.

The Residential and Hospitality Services Planning and Projects Office (PPO) installed fire suppression and fire alarm systems throughout Wonders Hall and updated the water mains in various halls. PPO also completed a four-year restoration project of all exterior masonry and window replacement at Hubbard Hall.

To learn more, contact Associate Director, Planning and Preventative Maintenance Paul Manson at mansonp@msu.edu.
We will care about and actively work to address social issues, such as employment, environment and the human condition, that will define this world’s future.

With key input from Residential and Hospitality Services Sustainability, MSU received a gold star rating for the first time in the Association for the Advancement of Sustainability in Higher Education STARS report, becoming one of the three gold-rated institutions in Michigan. From the Clean Plates at State food audit to the Pack Up. Pitch In. move-in and move-out sustainability program, RHS played an integral part in MSU’s gold rating.

To learn more, visit rhs.msu.edu/sustainability.
We will create and maintain an environment that is physically and emotionally safe, respectful and inclusive.

Culinary Services proudly opened allergen-free dining hall Thrive at Riverwalk Market at Owen Hall, and MSU Bakers transitioned to a nut-conscious facility. All items sold are now made without peanut- or tree-nut-containing ingredients. To learn more, visit go.msu.edu/thrive.
As individuals and as teams, we will pursue excellence in strategic thought.

The Crescent Road Master Planning Project concluded, and Auxiliary Enterprises efforts focused on infrastructure planning, cost estimating and strategies for project delivery as the team prepared its presentation for MSU Board of Trustees.

To learn more, contact Auxiliary Enterprises Project Manager Erin Carter at carte221@msu.edu.
We will be an organization that appreciates and learns from the past, while keeping our focus on the future.

The Key Process Integrated Practice Organization (IPO) study team worked to address the student and team member experience surrounding residence hall keys, and the MSU Concessions IPO study transformed the inventory process, reduced personnel hours and enabled MSU Concessions to innovate new menu concepts throughout its venues.

To learn more, contact Chief Lean Performance Officer Tariq Abdelhamid at tariq@msu.edu.
Smart decisions for future success, based on quality information and our values, will guide the actions of our entire organization.

Residential and Hospitality Services (RHS) finalized a 10-year evaluation of MSU’s Energy Transmission Plan, which sought to reduce and optimize energy usage on campus. RHS completed a steam trap replacement program in all its halls, which also helped reduce steam consumption by 19%. Overall, RHS reduced energy consumption by 23%, and the annual total utility costs were reduced by 10%.

To learn more, visit go.msu.edu/reduce-energy.
As individuals and collectively, we are committed to a mindset of inclusive and equitable practices. We will work toward creating an environment free of harm based on a person’s identity.

Team members provided feedback on then current Residential and Hospitality Services values, which were revised to reflect the strong desire to infuse diversity, equity and inclusion into the division with an emphasis on how this effort relies on every team member learning and engaging in their work in new ways.

To learn more, visit rhs.msu.edu/about.
Within our division and in the university community, we commit to a spirit of collaboration and inclusiveness where all perspectives, beliefs and experiences are valued.

Residential and Hospitality Services played an integral role in the New Student Orientation program, previously named Academic Orientation Program, through its partnership with the Associate Provost for Undergraduate Education, MSU Admissions and University Communications.

To learn more, visit go.msu.edu/NSO19.
We will succeed individually only when we are passionate about prospering as a diverse and inclusive team that is committed to equity.

To acquire the full vision for the future of Spartan experiences, the strategic planning team sat down with more than 100 team members, representing every unit in the division, to fine-tune the themes and opportunities that will help guide Residential and Hospitality Services (RHS) in the upcoming years.

This collaborative effort is critical to advancing RHS’ mission, vision and aspirations for the future.

To learn more, visit go.msu.edu/strategic.
We will be an organization dedicated to continuous learning and the development of team members. We will provide and support quality, accessible, and inclusive learning opportunities and encourage all team members to take advantage of them.

RHS Human Resources wrapped up a Five-year Review, examining its core mission and reflecting on the work of the unit. Out of this review came the development and implementation of the Initiate and Elevate State courses, offering consistent programing to welcome new team members to the division and bring a renewed focus and energy to the culture of service excellence.

To learn more, visit go.msu.edu/trainDOSE.
We will strive for organizational clarity through civil, honest, open, accurate and timely two-way communication.

Residence Education and Housing Services Communications and divisional partners reinvented the way Residential and Hospitality Services interacts with parents on social media with the introduction of the Parents of Michigan State Class of 2022 Facebook page, which helps welcome families into the Spartan community. From questions about bedding and furniture to move-in dates and more, team members respond promptly, monitor conversations and point families to reliable resources.

To learn more, visit go.msu.edu/parents-FB.