

# ~~Student~~ Employees

Jarrold Charbonneau  
Sr. Operations Coordinator  
The Conference Center at Bentley

# Finding New Employees

- MyBentley
  - Federal Work study
  - Open/closed positions
  - Hire/rehire/terminate
- WOM
  - Friends of current student employees

# Interviewing

- Explain job functions
- Customer Service Experience is key
  - Media services
- Open shifts
  - The earlier the better

# Quality Assurance

- Setting the bar high
  - Media
  - Clearly explain what is expected
  - Customer Service
- Training manual
  - Sign off that you read/viewed it
- Shadow staff members
- Trial and training
  - Assign to work with Sr. students



# Retaining Students

## Academic Year

- Not usually a problem
  - Incentives other than \$
  - Connections

## Summer

- Internship vs. summer at Conference Center
- Depends on class
  - Fr. So. Jr. Sr.
  - Stipend

**Questions???**