



HAWKSPITALITY™

Lingo

THE TEAM= all university employees collectively

TEAMMATES=how we refer to our fellow employees

GUESTS=persons to whom we are providing a service (students, visitors, alumni)

PLAYS= actions that we take as teammates

ON THE FIELD=plays that occur in full view of our guests

OFF THE FIELD=plays that occur among employees only

GOOD PLAY=great customer service

BAD PLAY= poor customer service

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