

SAS HAPPENINGS

New Personnel



Katinia Wanda Aspinall
Deseret Towers Custodial
Facility Management



Cordell Briggs
Cougareat Manager
Dining Services



Philip Lewis
Ass't Supervisor Candy
Bookstore



Tamie Spalding
Accounting Specialist
Bookstore



Janet Thorpe
Morris Center Secretary
Dining Services



Greg Tillack
Concessions Supervisor
Dining Services

Welcome Back To
Brent Ekins,
recently returned from
active duty in Iraq

Farewells

Nathan Bench – Bookstore
Glaud Giles – Facility Management
Alan Manley – Facility Management

Retired

Geraldine Bastian – Dining Services
Neil Cardon – Dining Services
William Patton – Dining Services
Loretta Pymm – Dining Services

Changes in Assignment

Don Lovelace – transferred from Residence Life to Facility Management as a painter.
Garth Wilde – transferred from Concessions to the Creamery.

Changes within Facility Management:

Pandy Andersen – transferred from WSC Facility Services to Wymount;
Phillip Dickson -- transferred from WSC Facility Services to MTC;
Chip Jerauld – transferred from Helaman Halls to Deseret Towers;
Peter Jensen – transferred from WSC Facility Services to the SASB;
June King – transferred from Deseret Towers to the WSC Facility Services;
Julie Henrie – transferred from Deseret Towers to the WSC Facility Services;
Renea Neiderman – transferred from Deseret Towers to Wyview
Debra Shumway – transferred from Wymount to Deseret Towers;
Ken Westfall – transferred from the SASB to the WSC Facility Services.
Tom Mageras was promoted to Games Center Manager.

Employee Giving / SAS Grant Program

The Employee Giving Program campaign intended to raise money for the BYU Annual Fund is currently running. Each department within SAS has a representative, who should be contacting you to invite you to participate in this worthy cause. Employees have the option of having their donation go to the SAS Grant Program. A student with a financial need, who either works in an SAS department or lives in campus housing, is eligible to apply for this grant. The SAS Grant Committee, consisting of representatives from various departments, review applica-

tions, conduct interviews, and select the recipients. This year 90 applications were received from which seven will be selected and awarded a \$1,600 grant. Employees may choose to make a one-time donation or to make a monthly contribution through payroll deduction. New this year, employees may choose to sign up for or make a change to their giving amount through the BYU Annual Giving website at:

<http://www.byu.edu/employeegiving>

Employee Giving representatives for 2005 are as follows:

Kehaulani Jones	Bookstore
Stephen Nyman	Dining Services
Doug Porray	Facility Management
Paul Bringham	Campus Support Services
Vaughn Johnson	SAS Financial Services
	Customer Relations Services
	Marketing Services

Members of the SAS Grant Committee are as follows:

Gardner Kearsley, Chair	Campus Support Services
Marlin Sharp	Marketing Services
Stephen Nielsen	Residence Life
Rich Wager	SAS Financial Services
Joe Merrill	BYU Bookstore
Gale Cotton	Dining Services
Julie Henrie	Facility Management
Marie Johnson, Secretary	SAS Administrative Services



Roger Reynolds
Retail Services Director

We welcome and encourage
innovation and continuous
improvement in our pursuit
of excellence.

I love popcorn! I thoroughly enjoy the smell, texture, and taste of freshly popped hot buttered popcorn!

So now, what does popcorn have to do with innovation and continuous improvement? Well..., in my mind..., a lot! Think about it, in this modern age we can have fresh, hot, buttered popcorn almost instantaneously. We just need to toss a small bag into the microwave oven, press the "popcorn" (already programmed) button, wait three minutes and there you have it! Hot! Fresh! Sweet smelling! Buttered popcorn!

It all began over 4,000 years ago: According to "The Popcorn Board" (a non-profit organization funded by U.S. popcorn processors), the oldest ears of popcorn ever found were discovered in a bat cave in west central New Mexico in 1948. Those ears were determined to be about 4,000 years old.*

So for at least four millennia, human kind has been enjoying and trying to improve this special treat through innovation and continuous improvement. And for thousands of years, people have tried popping it in countless ways: hot rocks, paper bags, pressure cookers, aluminum shaker cookware, hot-air popping machines, microwave ovens and more. In addition, there are scientists whose only job is to try

*The Popcorn Board, 2002 copyright

new innovative ways to grow corn so the kernels will pop bigger and taste better.

In recent times: I remember thinking back in the 60's that Jiffy Pop, with its new aluminum shaker, had come up with the coolest solution! It was way better than the old way of measuring out cooking oil, then the right amount of kernels, adding just the right amount of salt, and then pouring it all into a cooking pot. Honestly, in my mind, I thought Jiffy Pop had "nailed it!" Through their innovative minds they had everything pre-measured and ready for the stove! And, no dishes to wash! You could just throw away the aluminum shaker pan when the popcorn had all been eaten.

Through continuous improvement, the 80's saw the impressive invention of what was then the "latest and greatest" idea: hot air poppers. For those health conscious people who were concerned about all the oil used to pop corn, the hot air poppers were just the ticket.

And now...! Who hasn't been converted to the seemingly ideal way to enjoy this perfectly prepared popped pleasure--- the microwave oven solution? I love it! It's soooo simple and easy!



But what does my babbling on about popcorn have to do with us SAS employees? Well..., let me try to explain. Like those good people who are forever finding better, faster, and cheaper ways of preparing popcorn through innovation and continuous improvement, each of us who works for SAS needs to be continuously looking for ways to innovate and improve our work by making things better, faster and cheaper. I realize some of us may still enjoy doing things "the old way;" thinking "the old proven way" is the secure way. However, while we may be "thinking" it is more sheltered, I guarantee that someone else is looking for better innovations that can and will displace us just like unpopped kernels: quickly thrown away.

To illustrate my point, I'd like to share a parable written by a very special friend:

POPCORN

By Wm. James Mortimer

Behold at the time of harvest the ears of corn did bring forth kernels which were dried and prepared for the popper's hand.

And then it was that the popper did take the kernels, all of which appeared unto him, and did apply the oil and the heat.

And it came to pass that when the heat was on some did explode with promise and did magnify themselves an hundred fold, and

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some did burst forth with whiteness which did both gladden the eye and satisfy the taste of the popper. And likewise, some others did pop, but not too much.

But lo, there were some that did just lie there and even though the popper's heat was alike unto all, they did bask in the warmth of the oil and kept everything they had for themselves.

And so it came to pass that those which

had given of themselves did bring joy and delight to many munchers, but those which kept of the warmth and did not burst forth were fit only to be cast out into the pail and were thought of with hardness and disgust.

And thus we see that in the beginning all appear alike, but when the heat is on, some come forth and give their all, while others fail to pop and become as chaff to be discarded and forgotten.

In conclusion, as I look around our great divi-

sion of Student Auxiliary Services, I am impressed by the many people who understand and have caught the vision of innovation and continuous improvement. By persistently striving for excellence in their work, they remind me of fresh, hot, buttered popcorn. I know they find their work more satisfying and fulfilling, and I know they are a treat to be enjoyed. May we all "welcome and encourage innovation and continuous improvement in our pursuit of excellence."

BYU Is Seeing Red

by Jessica M. Landolfo, Bookstore Art & Frame Department

On November 2, 2004 the BYU Bookstore opened the Red Dot Gallery of the Masters. This new gallery space has provided a tranquil location where art lovers can view great prints, limited editions and even original works by renowned LDS artists such as Greg Olsen, Simon Dewey, Del Parsons, Al Rounds and Arnold Friberg. The Gallery

also looks forward to hosting more artists in the future including BYU professors and students. With the addition of the Red Dot Gallery, the art and frame department of the Bookstore made several renovations and changes. Bookstore employees had been waiting for an opportunity to create an appropriate atmosphere where the

artwork could be enjoyed. A red dot in the art world symbolizes success, with this in mind the Red Dot Gallery is a unique environment devoted to sharing uplifting art with the BYU community and continues to exhibit excellence in artwork and the exploration of innovation through creativity and artistry.

Academic Publishing

by Jennifer Berry, Bookstore Academic Publishing

The BYU Bookstore has developed a new department, BYU Academic Publishing, devoted to helping faculty publish course materials at a reasonable cost to their students. BYU Academic Publishing offers faculty complete publishing services for their course materials—from simple photocopied course packets to full color

hardback textbooks. The service comes in response to a trend in national publishing where textbooks are custom printed for a particular course on a particular campus. Because of the small print runs, the faculty generally would not receive any help with design, editing, illustration, or other pre-press work.

At BYU Academic Publishing, we maintain a staff on campus to help faculty with the entire project. Our goal is to provide our faculty with all of the production help they need to free them up to concentrate on researching and writing the book. We also keep all the work on campus, which provides jobs for students and staff.

Customer Specialties

by Becky Walker, Bookstore Custom Specialties Department

In February 2004, we launched a new department at the Bookstore. From the outset, the response on campus has been fantastic. We do custom apparel and promotional items. We work closely with Licensing to insure that BYU logos and trademarks are used properly. Custom Specialties has a wide range of apparel items, from safety vests, coats, jackets, shirts, sweatshirts, and t-shirts to dress shirts and dress jackets. We also have an

almost unlimited access to promotional items to meet every need. We have filled orders for water bottles, mugs, lanyards, flyers, magnets, pennants, stress balls, golf towels, golf balls and fleece blankets, just to name a few. The client comments typically include that the service is convenient, payment is handled easily, and pricing is very good. We like that the profits stay here on campus. Sales for the first year were more than projected, and 2005

sales are very impressive through January and February.

This has been a fun and rewarding venture. It really is interesting what can be accomplished when you think outside the box and have the support of the administration to try out new ideas. We look forward to even greater accomplishments in the future.

BEHIND THE SCENES

Production Services for BYU Dining

by Shane McEwen, Production Services Manager

If you have ever eaten on campus you most certainly have seen first hand some of the items produced or provided by the Production Services department within Dining Services. These services include the Donut Shop, the Meat Shop, the WSC Kitchens, and the WSC Commissary. These areas are not on display, but work in the background to fill an essential support role to all on-campus dining service operations. Shane McEwen oversees these four areas as the manager of Production Services. Shane reports to Stephen Nyman, Associate Director of Dining Services.

red meats right here on campus? The Meat Shop has three full-time meat-cutters who



Bill Beck, Dave Rushton, Scott Lee

Have you ever wondered how it is possible to eat a fresh baked donut at 5:30 am? If you haven't asked that question that's fine, but here is the answer – Russ Robertson, and Sharon Offley. These two employees begin their work day at 9:00 pm and finish around 6:00 am. During the time most people are



Sharon Offley and Russ Robertson

sleeping they are overseeing the making and delivering of all the donuts that are eaten on campus, including those incredible cougar tails that were sold at the football games.

Did you know that we butcher all our own

provide some of the freshest and finest meats in the valley. Dave Rushton, Bill Beck, and Scott Lee have over 60 combined years of experience in the meat industry and use their vast experience and talents to provide all of Dining Services with the quality and quantity needed to feed over 30,000 meals a day. It may surprise you to know that they process 1,200 pounds of meat in a typical day. With the church cattle farm in Spanish Fork the red meats that are eaten on campus are as fresh as it gets and, if you doubt this you can check out the meats at the Creamery on Ninth.

What would you do if called upon to provide lunch or dinner for Prophets, Presidents, and Kings? This is exactly what our Catering department is asked to do, but fortunately we have four talented WSC chefs. Jonathan Davey, Karen Weber, Shane Pulley and Dennis Torrens are a diverse group that blend youth, culinary degrees, and experience to create salads, entrees, and deserts that could be served to any guest that might come to our campus.



L to R: Shane McEwen, Jonathan Davey, Shane Pulley, Dennis Torrens, Karen Weber

Did you know that Subway has now surpassed McDonalds in many countries as the number one fast-food chain? Did you also know that the BYU Subway on occasions has been the number one Subway in terms of gross sales in the United States? Keeping



JASON TOLMAN



ED HYATT

enough supplies on hand for Subway and thirteen other operations in the WSC plus all of the campus restaurants is the main responsibility of Jason Tolman and Ed Hyatt, who work in the WSC Commissary.

These are some of the many gifted and dedicated employees working in the background helping BYU Dining Services meet the many diverse needs of our campus community.

New Bookstore Retail Service: ATG Wireless and Island Inkjet

by Dennis Lindberg, Bookstore Assistant Director

During the fall of 2004 the BYU Boostore developed retail agreements with ATG Wireless and Island Inkjet. Located on the main level of the bookstore, ATG Wireless provides cell phone services to bookstore customers. This vendor retails cell phones for Sprint, T-Mobile, Cingular, and Cricket. A discount of 10% for students, faculty and staff is provided on phone purchases and a 50 % discount on phone accessories. ATG Wireless is open

from 10:00 a.m. until 6:00 p.m. Monday through Saturday. Sales associates are knowledgeable and service-oriented.

Located at the northeast entrance to the BYU Bookstore, Island Inkjet provides ink-jet cartridge refilling services. Cartridges that can be filled are: Epson, Xerox, Lexmark, Okidata, NEC, Canon, Panasonic, HP, Dell, and Sharp. Cartridges can be filled in 15 to

20 minutes. A refilled cartridge can save the customer nearly 50% of the price of a new cartridge. Island Inkjet is open from 9:00 a.m. until 5:00 p.m. Monday through Friday and 10:00 a.m. to 6:00 p.m. on Saturday.

The BYU Bookstore welcomes ATG Wireless and Island Inkjet to BYU and appreciates the excellent customer service that is being provided.