

BOOKSTORE

2005-2006 Goals and Outcomes

- *Offer additional services to faculty members. (Goal 1)*
Outcome: Implemented desk copy program allowing faculty to receive a free copy of their textbook. Implemented new on-line textbook request web based system to streamline the ordering of textbooks for faculty and staff. Implemented “One-Click” adoption email process to streamline the ordering of textbooks.
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- *Develop and implement customer service standards and initiatives. (Goal 1)*
Outcome: Developed customer service standards and initiatives and will implement in 2006-07.
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- *Evaluate and implement MBS/Retail Interact replenishment module for selected (Goal 3)*
Outcome: Evaluated the MBS/Retail Interact replenishment module and will implement in 2006-07.
- *Develop and conduct a training motivational workshop for Retail Merchandise, Textbook and General Book buyers. (Goal 3)* Outcome: Developed and conducted “Buyers” workshop in the Fall of 2004 and did a follow up trip to other college bookstores in Southern California.

2006-2007 Goals

- Implement customer service standards (Goal 1)
- Update the look and feel of the Associated Students Bookstore (Goal 1)
- Offer new services and products to our customers (Goal 1)
- Promote personal professional development with staff (Goal 3)