

MSU Human Resources offers

THE SPARTAN EXPERIENCE

A training for MSU Staff and Faculty



What is The Spartan Experience?

Every day, thousands of customers and stakeholders – including students, parents, employees, alums, vendors, guests, and more – connect with MSU. How can we **ensure each interaction positively shapes our customers' experience?**

This **4-hour training** builds a **service-oriented culture** among MSU team members to deliver exceptional Spartan experiences in all that we do and for all we serve.

- **Service Mindset**

Take responsibility for quality, understanding customer perspectives, and fostering meaningful interactions.

- **Strengthen Relationships**

Use communication, collaboration and promoting a positive sense of community to build impactful interactions.

- **Customer Service Framework**

Build a reliable, consistent, and proactive customer service framework.

- **Cohesion, Support, and Respect**

Apply strategies that strengthen relationships between team members and customers.

Take our class in-person at
1407 S. Harrison Rd.



<https://hr.msu.edu/professional-development/courses/customer-service/spartan-experience.html>



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