



We are creating a culture of service excellence in the Office of Administrative Services. The service philosophy of OAS is a brief, motivating statement that clearly defines what clients should experience during any encounter with OAS. The service philosophy (on the left) builds on our “Excellence: Exceed Expectations” motto.

To achieve this goal, we have developed four principles that will guide you in all you do at USF. You should be:

- **Safe**
- **Competent**
- **Responsive**
- **Helpful**

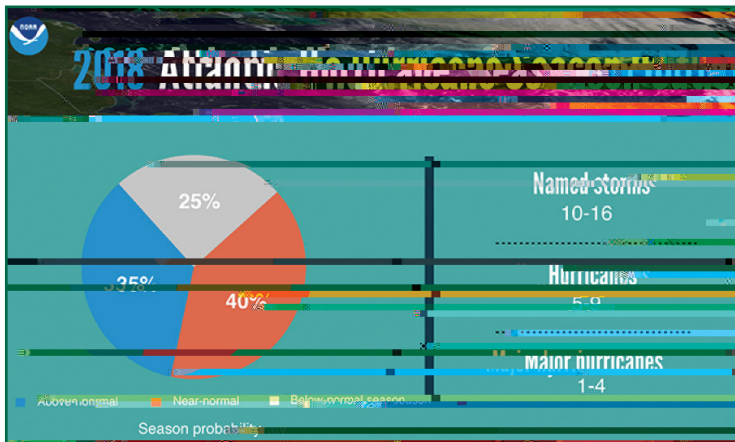
By following these four guiding principles you will exceed expectations and create the wow moments that positively impact the USF community!

Our service philosophy training has taken off, with a 45% completion rate. *Graciela Karpowicz*, Director of Facilities Management, works on trimming the lawn on Collins Boulevard.



Hurricanes are large, spiraling tropical cyclones that can pack wind speeds of over 160 mph and unleash more than 2.4 trillion gallons of rain a day. 40% of the hurricanes

that occur in the United States hit Florida, so it is critical to be alert and prepared! Hurricane season spans from June 1 to November 30, with August to November being the more active months in the season.



The 2017 hurricane season was the most expensive in U.S. history, and the National Hurricane Center has predicted a near or above normal hurricane season for 2018, with 10-16 named storms.

Your individual preparedness greatly contributes to the overall preparedness of the USF community and helps in recovering from any storm - minor or major. Hurricanes require proactive measures; it is important to keep track of the weather during these months while maintaining a disaster supply kit and a preparedness plan year-round.

Each year USF's Department of Emergency Management prepares a system-wide guide for hurricane preparedness. This guide is published online and available in print. To access the guide online, please visit: www.usf.edu/em

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John Crosby worked for Administrative Services for over 41 years and recently retired as the Director of Design & Construction. While we were happy to celebrate his years of service, we are sad to see him go. His knowledge of, and dedication to, USF was unparalleled. Enjoy retirement John!

