How many performances do you manage every year?
A: We present 32 performances of our four-production main stage season at the Annie, 15 performances of our three-production Second Stage Series at the Fred, and one performance of Rollins Dance’s Attitudes concert. Plus, Rollins Improv Players performs more than 30 shows every year. That’s more than 80 performances.

What does Service Excellence mean to you?
A: Service Excellence means that each interaction with a student, patron, or colleague is caring, compassionate, collaborative, and competent.

Any surprising or funny anecdotes?
A: We tell lots of ghost stories here at the Annie. For example, if “Annie’s door” is open, we imagine she approves of the show we’re producing. Annie’s door is above the stage and to the left. The room was once her dressing space but now is inaccessible because the stairs up to it have been removed.

Faculty and staff receive two free tickets to any Annie production. Are there any other Annie-related perks?
A: We’ve shared the team-building benefits of theatre with a number of teams on campus, including the Crummer student services team, A&S and CPS faculty members, and the Office of Marketing and Communications.

The Annie Russell Theatre celebrated its 83rd anniversary in 2015, making it the longest-running theatre in Central Florida. Between its stages at the Annie Russell and Fred Stone theatres, the team serves about 11,000 patrons every year, including students, faculty, and staff and members of the Central Florida community.

Our standards of being responsive, respectful, collaborative, and competent are ideals to which I aspire in my own work, and I see them every day in the work of our colleagues across campus.
— Grant Cornwell, Rollins President
The start of the academic year is always busy. This year there was exceptional activity, because the entire Hamilton Holt School had to be moved during a week full of back-to-back events. Jerome Brown, Kris Lewis, and Ramon Robledo tackled two days of heavy lifting and transport in extreme heat, successfully moving the school to its new location on Fairbanks Ave. A few days later, the transport team helped set up a TJU speaker event in Warden Arena and then within hours set up McKean Gym for the Wellness Fair.

“If I were doing that much physical labor, I would be in a grumpy mood, but they weren’t at all,” says Meg Kuecker, who gave Brown, Lewis, and Robledo a well-deserved WOW. It’s clear that the current transport team is a band of on-the-ball men who tackle each job with a great attitude and cheetah-like speed.

HOW TO WOW

“The power of recognition is one of the strongest forces for stimulating human and social action. Yes, recognition is a powerful motivator—to those who receive it as well as those who observe it.” — Lowell Miller

The WOW recognition is one of the best ways to recognize colleagues who are exhibiting our Service Excellence standards: responsive, respectful, collaborative, and competent. Simply put, we all should be paying attention to the good stuff and calling it out. By celebrating and calling attention to examples of Service Excellence, we are helping to grow the impact of this level of service. By using effective and meaningful praise within the “WOW” recognition card, we are directly tying the Service Excellence standards to the positive impact and results for our students.

Here are some tips to provide the most effective “WOWs”:

• Make sure to give it close to the event or act to ensure its timeliness
• Be as specific as possible describing why you are recognizing your colleague
• Your description should detail the impact the service had on others, and where possible, tie directly to the impact on students and student experience

What are you waiting for? Give a WOW right now: rollins.edu/giveawow