



**SMILE 😊 as you CLEARLY and SLOWLY...**

**Introduce yourself, including your name, what your job is, and that you are a student, too.**

**Tell him/her “I’m glad you are here. I want to help you get off to a good start at UNI.”**

- Talk s-l-o-w-l-y, NOT LOUDLY!!!!
- Use simple vocabulary, short sentences, no jargon (WRC, the Aud, Schindler, DOR)
- Don’t describe HOW to get somewhere (e.g. bathroom). TAKE them there.
- Because they may be reluctant to “bother” you, ask a few “warm-up” questions, so they FEEL confident that you DO want to help them.
- Ask about their country, traditions, family, etc., so they get a chance to share themselves with you.
- Make time to exercise patience because they will likely need time to find the right words to explain themselves.



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***Thank you for extending extra hospitality to a stranger from a foreign land. You will help them a lot AND leave a lasting impression of your hall, UNI, Iowa, the USA and, of course...yourself!***

#### **Keys**

- Watch as they make sure their room key and door work.
- Tell what the outside door lock time is.
- Show them how to unlock an outside door that they are likely to use.

#### **Locating Staff**

- Your room location
- Hall office location
- Posted on-call phone number

#### **Food**

- Use of uCard to eat, where, when
- Nearby vending machines
- Nearby places to buy food
- Cooking facilities, if any

#### **Bedding**

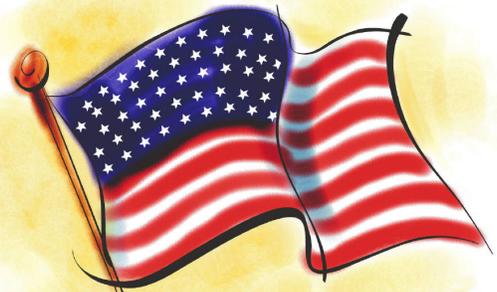
- Immediate: pillow, blanket, sheets from DOR
- Nearby stores to purchase things

#### **Computer Access**

- What's in the room: connections
- Getting connected with ResNet folks
- Nearby computer lab/s

#### **Further Helpfulness**

- Explain: what is theirs to use in their room (desk, closet, drawers, etc.)
- Line up someone to give a building tour
- Go to the dining center together for a meal.
- Introduce the student to other residents.
- Line up someone to give a tour of town.



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