

Student Employ Learning Outcomes

Adams State Adventure Programs

- **Communication Skills**
 - ◆ Work directly with public, other office staff and interns
 - ◆ Maintain professional demeanor and appearance
 - ◆ Attend regular meetings, work through challenges, problem solve together
 - ◆ Work collaboratively toward a common goal with others, especially the Coordinator, Intern, and other ASAP staff and Rental Shop employees
 - ◆ Speak for oneself in a clear, direct, and constructive manner
 - ◆ Inspire confidence in students with your ability to plan, organize, and run a safe and fun ASAP programs
- **Professional Skills**
 - ◆ Dress appropriately to project a positive and professional image
 - ◆ Project a welcoming and approachable demeanor at all times
 - ◆ Be courteous, knowledgeable, and available
 - ◆ Wear clothing that is suitable and appropriate for the population with which you are working and the job you will be doing
 - ◆ Use language that is suitable and appropriate for the populations with which you are working
 - ◆ Present oneself with confidence and politeness when dealing with the public, participants, and families
- **Customer Service**
 - ◆ Answer questions regarding trip planning and equipment needs.
 - ◆ Be knowledgeable about the proper use and handling of equipment and gear.
 - ◆ Be able to demonstrate use of equipment.
 - ◆ Great and establish rapport with individual(s) or groups who use the facility and respond to their needs in a prompt and courteous manner.
 - ◆ Anticipate client needs whenever possible, and regularly solicit feedback to better serve them
 - ◆ Demonstrate an ability to work with diverse people in a variety of often tense or difficult situations
- **Financial Management**
 - ◆ Conduct sales transactions including refunds, voids, and daily reconciliations.
 - ◆ Record purchases and rentals using the ASAP Purchase of Sale system.
- **Leadership**
 - ◆ Respond quickly and appropriately to situations that arise
 - ◆ Manage a program from start to finish
 - ◆ Manage ASAP trips beginning with planning and development in the previous semester
 - ◆ Assess effectiveness of trip planning and make appropriate adjustments to program areas
 - ◆ Gather and organize information on participant user days, costs, fees, revenues

- **Marketing**
 - ◆ Understand the system of inventory control and pricing.
 - ◆ Assist in ordering new products.
 - ◆ Learn to market rental items and trips in manner appealing to our customers.
- **Practical Skills**
 - ◆ Schedule equipment reservations and handle rental contracts.
 - ◆ Keep equipment and gear properly organized and maintained.
 - ◆ Attend trainings in Adventure Leadership and Programming and pursue an adventure recreation skill set
 - ◆ Help plan adventure programs trip calendar
 - ◆ Work with several computer programs, including:
 - ◆ Power point, Word, Email
 - ◆ Contribute to the ASAP Wiki
 - ◆ Help with managing ASAP equipment