

The Smartbook Tool

In January the Choose Excellence Smartbooks were distributed to all facilities through internal mail in bldg. 210. These are books with information that help frontline staff to answer questions customers may have about activities and facilities other than the one they are visiting. Although the website is accessible by most activities, a customer may like to look at the book, especially if staff is busy with other customers. The best place for the books is at the front desk. A spot check revealed that some facilities had them in the back office or tucked away in cupboards and staff didn't know why they had them.

The best way to update them is to designate a person to:

- 1.) Sign up for MWR weekly news at [belvoirmwr.com](http://www.belvoirmwr.com) or add http://www.belvoirmwr.com/mwr_news/mwr_news.pdf to your favorites and print out weekly.
- 2.) Print the monthly calendar from [belvoirmwr.com](http://www.belvoirmwr.com) monthly (upper right hand corner of page.)
- 3.) Replace the BUZZ quarterly when delivered to your facility (also available electronically at [belvoirmwr.com](http://www.belvoirmwr.com).)
- 4.) Look for special flyers and updates sent to your facility. Feel free to download flyers from the web site for your book.