



# BUSINESS STUDENT AMBASSADORS

## TRAINING MANUAL

PURPOSE | ELIGIBILITY | EXPECTATIONS | LEADERSHIP

# School of Business Student Ambassadors | More Than Just A Job!

## Student Ambassadors have:

- ❖ An enthusiastic and positive attitude with an ability to maintain confidentiality and professionalism
- ❖ A good work ethic to perform assigned tasks effectively in a team-based environment
- ❖ An ability to start conversations and engage with prospective and current students, alumni, and community/business leaders
- ❖ A genuine desire to recruit for and actively promote awareness of the school's programs and activities
- ❖ A commitment to leadership and team-building
- ❖ A commitment to the school's mission to Live, Learn, Lead, and Care

## PURPOSE | Why we do what we do.

### Student Ambassadors serve by:

- ❖ Fostering a sense of pride and commitment to PLU and by representing the School of Business at sponsored events throughout the year
- ❖ Engaging both current and prospective students in productive conversations both in-person, and on and/or off-campus to promote awareness of school programs
- ❖ Promoting interest in business careers and by serving as liaisons between the School of Business and the business community
- ❖ Working collaboratively with the school's administration team, faculty, and staff to effectively promote recruitment and retention efforts

## ELIGIBILITY | Essential requirements for consideration.

### Student Ambassadors must:

- ❖ Be a declared major in the PLU School of Business
- ❖ Be able to positively represent the PLU School of Business across all situations and circumstances
- ❖ Consistently maintain a 3.0 minimum GPA
- ❖ Submit a completed application
- ❖ Be able to attend regular meetings (typically conducted during chapel hour) and participate in the support and coordination of school-sponsored events

## EXPECTATIONS | Participation is key and you will be expected to maintain an active role.

### As an Ambassador, you:

- ❖ Must portray and promote professionalism at all times
- ❖ Must attend scheduled events and/or meetings on an average of two hours per week
- ❖ Must check and respond to email messages within 24 hours
- ❖ Must find own replacement for scheduled meetings/events (two no-shows may result in a dismissal from the Ambassador program)
- ❖ Must wear name tag and appropriate attire during all sponsored events (Ambassador name tags for new members will be earned after attending/participating in two scheduled meetings/events)
- ❖ Must agree to discuss any concerns or grievances that arise with a School of Business staff or faculty member, Associate Dean, and/or Dean
- ❖ Must be a team-player and be willing to learn, adjust, and problem-solve as situations arise

## LEADERSHIP | This is a dynamic part of our program that provides a needed connection and support network for current business students.

### Ambassador leaders will:

- ❖ Take part in leadership opportunities on a rotational basis
- ❖ Present to and receive approval by the School of Business Administration Team for all project ideas prior to implementation
- ❖ Actively help promote and coordinate student outreach, recruitment, community projects, and events
- ❖ Be responsible for coordinating communication with fellow Ambassadors and for regular updates to the Administration Team via social media, email, and face-to-face meetings
- ❖ Demonstrate ability to independently identify needed action(s) while working within a team environment
- ❖ Be good listeners and excel at communicating with others
- ❖ Share their love for the PLU School of Business

**We are so happy to have you as a SCHOOL OF BUSINESS AMBASSADOR! Please take your time reading this document and sign your initials next to each item to indicate your acknowledgement and acceptance. Finally, sign the bottom of this agreement and turn it into the School of Business Administration Team.**

\_\_\_\_\_ I will represent the School of Business positively across all circumstances. This includes, but is not limited to, campus-wide events, School of Business events, School of Business classes, classes in other disciplines, etc.

\_\_\_\_\_ I will be available to attend and support Ambassador and School of Business events whenever possible. I understand that being an Ambassador requires an average time commitment of two hours per week.

\_\_\_\_\_ I will maintain a 3.0 GPA for the duration of my time as School of Business Ambassador.

\_\_\_\_\_ I understand that as a School of Business Ambassador, I may have access to confidential information. I will maintain the utmost and strictest confidentiality with regard to the information that I am exposed to during my time as an Ambassador, whether this information be in hardcopy, electronic, audio or visual formats. I understand that should I breach this agreement, it may be grounds for dismissal from the program.

\_\_\_\_\_ If I have questions or concerns about the Ambassador program or the School of Business, I will schedule a meeting with the Ambassador Coordinator to discuss the issue and next steps. Those steps may include a meeting with the School of Business Faculty, Staff, Associate Dean, or Dean.

\_\_\_\_\_ I will work collaboratively with my fellow ambassadors and School of Business Staff/Faculty/Administration to share my passion for PLU with community members, current students, and prospective students.

\_\_\_\_\_ I will attend all scheduled ambassador meetings and do everything I can to adjust my schedule if a conflict arises. If I am not able to attend a meeting, I will let the Administration Team know as soon as possible and make an effort to find out the information I missed.

\_\_\_\_\_ I understand that if I am a no-show at more than 2 events, it may be grounds for dismissal from the ambassador program.

\_\_\_\_\_ If I have committed to attend an event and something comes up that prevents me from being there, I will find an ambassador to take my place and let the Administration Team know of the change as soon as possible.

\_\_\_\_\_ I will present to the Administration Team a written proposal of any project/event idea I have throughout the year and will receive approval before any follow through.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature