

Name: Elizabeth

Answer: Three different activities that any of us can perform during downtime would be scanning through the Beverly Center website to check that everything is in order such as mall hours, open/closed stores, any upcoming event information is listed correctly, etc. Another activity we can do would be to walk around the mall and check up on all directories to make sure they are performing properly and giving correct directions to all of our stores inside the mall including our restaurants and help any guests that have questions or need help finding something. One last activity that we can perform during our downtime would be to go onto the shopping line and update any new or recently closed shops in our

Name: Jamie

Answer: One of my activities is actually a secondary job, I'm the Information Specialist for the mall, I look through social media using a fake name for protests that will be near the center then send an invite out to mall management and our PD Liaison so they can prepare a plan, another thing I do is close the desk for a bit and walk to help customers at the directories, I also go through previous Kipsu messages and see how the wording is of my employees.

Brijian:

1. Looking through mall websites and directories to learn more about products and services offered in the mall as well as any possible errors that might be showing online.
2. Doing a walkthrough of the mall to see what events are going on throughout the property, provide help to guests walking around the mall that might have questions, and notice any possible inconveniences for guests.
3. If there is any paperwork or computer work that needs to be done, taking advantage of downtime is a great time to do it

Jason:

1. Checking through the Ridge Hill website to view any outdated or updated information. This is necessary in order to keep the team to speed!
2. Completing walkthroughs around the mall to make sure everything is running smoothly and no new damages have occurred
3. Replenishing any resources and materials that we use at the booth. For example, ink, papers, and other necessary documents that are required in our day-to-day protocols

Merrisa:

1. We can engage in stimulating games to help keep our minds sharp and increase our problem-solving skills.
2. We can talk amongst ourselves (ask questions, do ice-breakers) and continue getting to know each other to build team connections, practice social skills, and keep our moods healthy and positive.

3. We can do a more thorough sweep of store merchants, check websites, read up on events, and gather as much information as necessary to be able to provide guests with the answers they seek.

Nick:

Reading local news and looking up the history behind everyday places or things to generate acute discussions. (This helps us to keep our thinking caps on, as well as understand and bond with each other more)

Puzzling (personally this helps keep me aware and calm to further do my job)

If another employee is present, spontaneous property walks are done to make sure the mall is at its best. On these walks, we check out the events to see if all is going well and help guests along the way.

Name Patty

Answer I take time to look at the Healthy Walkers Tracking sheets and add up their mileage and update the computer. If they have reached the mileage goal to get one of the gifts, I put a note on their tracking card to ask for the gift they are to receive. When new stores open or close I update our directories and our store locator list. We still wipe down the counters periodically during slow times. I review the Events list for The UTC Mall, Nathan Benderson Lake, and On the Green which is across the street in the other UTC Shopping District to make sure I am up-to-date on what is going on so I can assist those that are wanting to what activities are going here at the Mall and the surrounding area.

Dani

One thing you can do during slow periods is talk to guests, say “hi”, give compliments or ask how they are. Let them know we sell gift cards. Another thing you can do with 2 or more people at the desk is venture out. Visit the store and introduce yourself as well as filling out a store visit form. The third thing you can do is study...read through binders and look at the mall website.