

THE FACE OF UVAC

As a volunteer you ARE the face of the Upper Valley Aquatics Center. Members and guests will be looking to you for help in many ways. Whether you are asked to help resolve an issue and/or listen to a complaint, these people will look upon you as a part of our professional team. Did you know?

Your smile can change a life. Yes, this may sound extreme; however, a simple smile from a stranger or an easy laugh may lift the spirits of someone who feels weighted by outside stresses. The power of your smile can change someone's day around

Your opinion matters. As a volunteer, members and guests will put more emphasis on your opinions since you aren't paid staff, they are more willing to put value on your positive experiences being more genuine than hearing it from a member of the staff on payroll.

You can make an impact. Your customer service can make it or break it when it comes to repeat members and guests. If you provide them with excellent customer service, they will come back and repeat business is the key that any successful business needs in order to survive.

You are changing the life of a family right now. We have a scholarship fund that allows financially needy families in the Upper Valley to have access to free memberships here. The less money we spend in payroll, the more money we can allocate to these needy families. Because of you, we will be able to sponsor someone else!

"Volunteering to help others is the right thing to do, and it also boosts personal happiness; a review of research by the Corporation for National and Community Service shows that those who aid the causes they value tend to be happier and in better health. They show fewer signs of physical and mental aging. And it's not just that helpful people also tend to be healthier and happier; helping others causes happiness. "Be selfless, if only for selfish reasons," as one of my happiness paradoxes holds. About one-quarter of Americans volunteer, and of those, a third volunteer for more than a hundred hours each year."

— Gretchen Rubin, author of *Happier at Home: Kiss More, Jump More, and Abandon a Project*