Cardinal Ambassador Application Packet

Application Packet Check List

☐ Application

☐ Two Recommendation Forms
Select two University of Louisville faculty or staff (not students) with whom you have worked or studied.
First year students can use recommendations from high school faculty/staff/coach or previous employers.

☐ Personal Statement
Please provide a double-spaced, one-page typed personal statement to answer the following:

1. Please tell us a story or two about your college experiences that you could share on tours.

2. Why do you want to be a Cardinal Ambassador, lead campus tours and provide customer service for the University of Louisville?

3. How do you hope to benefit from this experience?

4. What special qualities and/or work experiences can you bring to UofL’s visitor information centers?

5. What do you like most about the University of Louisville?

Job Description
Cardinal Ambassadors serve two important roles for the University of Louisville: public relations representative and tour guide. The position requires ambassadors to become extremely knowledgeable and resourceful and learn how to identify answers/solutions to visitors’ inquiries. Top candidates will be engaged in campus initiatives and activities. Most students work between 10 and 20 hours per week.

1. Public relations representative
- Provide front-line customer service in the Visitor Information Centers
- Research inquiries and assist customers/visitors in locating university buildings, departments, and programs
- Provide directions/information about Metro Louisville
- Assist with parking information, permits and directions to campus
- Answer and direct incoming phone calls
- Assist with welcoming prospective students for the daily campus visit program
- Assist with Special Events promoted by the Office of Communications & Marketing

2. Tour Guide
- Serve as an official university marketing representative
- Conduct campus tours for prospective students, high school groups, large recruitment programs, specialty tours
- Candidates should be comfortable with public speaking and demonstrate confidence and campus spirit

Note: This application may be completed using Adobe Acrobat and printed, or else printed blank and completed by hand.

Deadline - February 12, 2016
Deliver to Tammy Lawson, West Information Center
Personal Information

Last name
First Name
Middle Name

Student ID Number

Louisville Street Address

City
State
Zip Code

Home Street Address

City
State
Zip Code

Cell Phone
Louisville phone (dorm or apt)

University e-mail Address

Emergency Contact
Phone Number

Date available for employment

Referred by

Academic Information

Major/Minor/School or College: ___________________________ Current GPA: ___________________________

Year: FR  SO  JR  SR  Expected date of Graduation: ___________________________

Campus Information

Please list campus extra-curricular activities, scholarships, positions, organizations, awards, intramurals, study abroad, internships, co-ops.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
Please list other areas you are interested in (e.g. sports, hobbies, community service work).

________________________________________________________________________________

________________________________________________________________________________

________________________________________________________________________________

Employment History

Previous Employer
Position
Duties
Dates
Supervisor & Phone

PreviouEmployer
Position
Duties
Dates
Supervisor & Phone

Important: Hours of Operation and Requirements

• Must be available 3 weeks during the summer for tour training and center training.
• Center hours of operation are Monday through Friday 7:30 AM – 5:00 PM, year-round. Some Saturday hours are required.
• All university offices are open M-F even when classes are not in session.
• Time off must be requested two weeks in advance and approved via email.
• Time away during fall break, spring break, holiday breaks, and summer must be requested and approved.
• All ambassadors must be available 11:00-1:00 two days a week to conduct a campus visit tour.

I authorize the University of Louisville and its agents to investigate the information provided by me in this application and supporting material and to conduct a criminal records background check, and I release any such school or former employer and its agents from any liability for releasing such information.

Signature __________________________ Date __________________________
Cardinal Ambassador Recommendation

Applicant
Date

The student named above is applying for a Cardinal Ambassador position with the University of Louisville Visitor Information Centers. The purpose of this form is to assist us as we consider applicants. We appreciate your candid evaluation of the student applicant based upon your experience with him/her.

Cardinal Ambassadors serve two important functions for the University of Louisville, public relations representative and tour guide. The position requires ambassadors to serve as front-line customer service representatives for visitors and prospective students. Ambassadors must become extremely knowledgeable and resourceful and learn how to identify answers/solutions to visitors’ inquiries and conduct campus tours with enthusiasm and confidence. Top candidates will be engaged in campus initiatives and activities and demonstrate campus spirit.

How long have you known the applicant? _______________________________________________________________________________________________________

In what capacity do you know the applicant? _______________________________________________________________________________________________________

Please evaluate the applicant based on each of the following traits.
1 = Low. 5 = High. NB = No basis for judgment.

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<th>Trait</th>
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Please List any other information you think describes this student’s ability to represent the University of Louisville.
_________________________________________________________________________________________________________________________________________
_________________________________________________________________________________________________________________________________________
_________________________________________________________________________________________________________________________________________
_________________________________________________________________________________________________________________________________________

Signed: ___________________________ Date: ___________________________

Title: ___________________________ Email: ___________________________

Much thanks for your support to help us recruit our Cardinal Ambassadors!
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