

**Deadline - February 3, 2020**

Deliver to Tammy Lawson,  
West Information Center

## 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.*

**Personal Information**

_____	_____	_____
Last name	First Name	Middle Name
_____		
Student ID Number		
_____	_____	_____
Louisville Street Address	City	State
_____	_____	_____
Home Street Address	City	State
_____	_____	_____
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: 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**

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Previous Employer	Position
Duties	Dates
Supervisor & Phone	

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Previous Employer	Position
Duties	Dates
Supervisor & Phone	

**Important: Requirements to consider prior to submitting an application**

Due to summer training requirements and other obligations of a Cardinal Ambassador there are conflicts with some University positions.

- Must be available 3 weeks during the summer or two weeks prior to the Fall semester. Must be available during the Fall/Spring/Summer semesters. Engineering students are eligible to work during Summer while attending classes.
- 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, including fall break, holiday breaks and approved via email.
- As a first year Ambassador you are required to work part of Spring break.
- 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.

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Signature	Date
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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.

Ability to communicate	1	2	3	4	5	NB
Enthusiasm	1	2	3	4	5	NB
Punctuality	1	2	3	4	5	NB
Attitude	1	2	3	4	5	NB
Responsibility	1	2	3	4	5	NB
Dependability	1	2	3	4	5	NB
Friendliness	1	2	3	4	5	NB
Maturity	1	2	3	4	5	NB
Judgment	1	2	3	4	5	NB
Problem solving	1	2	3	4	5	NB

**Please List any other information you think describes this student's ability to represent the University of Louisville.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Applicant \_\_\_\_\_

Date \_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_