

**University of Louisville Visitor Information Centers
Cardinal Ambassador Application Packet
Deadline: February 10, 2012**

Completed application package must include items 1-4 in ONE envelope:

1. Application
2. Personal statement
3. Two completed recommendation forms
4. Class schedule (current and next semester)

Personal Statement

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

1. Why do you want to be a Cardinal Ambassador for the University of Louisville?
2. What special qualities and/or work experience can you bring to UofL's visitor information services?
3. How do you hope to benefit from the experience?
4. Please tell us a story about your college experience that you could share with prospective students.
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

2. Tour Guide

- Serve as 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

Recommendation Form

Recommendations must come from University of Louisville faculty or staff with whom you have worked or studied. Recommendations for first-year students will be accepted from former employers or high school faculty.

Important: Hours of Operation and Requirements

- *Center hours of operation are Monday – Friday 7:30 am – 5:00 pm.
- *Centers are open even when classes are not in session.
- *Time off during fall, spring, and holiday breaks MUST be requested in advance and approved.
- *Time away during summer must be requested and approved.
- *All ambassadors must be available 11:00-12:30 two days a week to conduct a campus visit tour.

**University of Louisville
Visitor Information Centers
Cardinal Ambassador Application**

Personal Information

<hr/> Last Name	<hr/> First Name	<hr/> Middle Name	
<hr/> Student ID Number			
<hr/> Louisville Street Address	<hr/> City	<hr/> State	<hr/> Zip Code
<hr/> Home Street Address	<hr/> City	<hr/> State	<hr/> Zip Code
<hr/> Cell Phone	<hr/> Louisville phone (dorm or apt)		
<hr/> University e-mail Address			
<hr/> Emergency Contact	<hr/> Phone Number		
<hr/> Date available for employment			
<hr/> Referred by			

Academic Information

Major/Minor/School or College: _____ **Current GPA:** _____
Minimum 2.5 from previous completed semester

Year: FR SO JR SR **Expected date of Graduation:** _____

Campus Involvement

Please list all CAMPUS extra-curricular activities, scholarships, positions, organizations, awards, intramurals, etc.

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

_____	_____
_____	_____
_____	_____

Employment History

Previous Employer: _____ **Position:** _____

Duties: _____ **Dates:** _____

Supervisor & Phone: _____

Previous Employer: _____ **Position:** _____

Duties: _____ **Dates:** _____

Supervisor & Phone: _____

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

**University of Louisville Visitor Information Centers
Cardinal Ambassador
Recommendation Form**

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 Ambassador Job Description

Cardinal Ambassadors serve two important functions for the University of Louisville:

1. Public relations representative
2. 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

(over)

