

Remarks made by  
President John Waterbury

### **Souad Katergi**

Souad is the Lab Reception Supervisor in the Department of Pathology and Laboratory Medicine at AUBMC. She has been at AUBMC for over 22 years. She was assigned supervisory responsibilities in 2000 and was promoted to the supervisor position in 2002.

Souad and her team deal with over 200-300 patients per day. Her role is to make sure that everything runs smoothly from the customer point of view, and to resolve problems whenever the occasional error occurs. Her error recovery abilities are widely recognized by patients.

One patient once told her that he would accept another mistake if the situation will be handled in the manner that Souad has done. She wants to make the patient happy and not just satisfied. She takes the extra mile to provide excellent service. In another situation, she called a patient to refund her for a test that was not done. She later came across that patient in the Billing Office and the patient loudly and clearly praised Souad for her ethical behavior.

Souad regularly demonstrates loyalty to the institution and its good reputation. She has introduced several measures to the internal operation to improve the quality of the services offered and the image of the department. She informs herself about best practices in lab departments in the US, and has introduced some of those practices in her department at AUBMC.

Souad is described by her chairman as always caring, compassionate and highly effective, someone who is passionate about her work and about excelling in customer service.

For this excellence in customer service, Souad is awarded the President's service excellence award. I would like to congratulate her and wish her success in her career at AUBMC.

