

Remarks made by  
President John Waterbury

### **Wafa Khoury**

Wafa has been working as an executive officer at the Faculty of Agriculture and food sciences since 1990. According to her Faculty's Dean, "Wafa is completely committed to work and to serve the Faculty. She reports to duty even while sick and goes out of her way to serve faculty members and other customers. She is completely committed and takes the initiative to motivate employees to complete their work on time. She always suggests new ways to improve the Faculty procedures and tries to introduce new practices to the various office operations. She understands people and tries to be as diplomatic and obliging as any person could. She carries her duties in the most professional manner. She is continuously looking for ways to improve and upgrade performance of the staff in the Dean's Office.

Some of Wafa's customers from outside the Faculty were contacted with respect to Wafa's nomination. They feel that Wafa's conduct is exemplary and consistently professional, friendly and responsible. They all believe that Wafa deserves such an award and she is an employee whose behavior should serve as an example for others. One of her customers had the following to say: "Over the years I have had close and frequent contacts with various professors and administrative staff from all faculties; one individual stands out in my mind as possessing the qualities that would make her eligible for the Service Excellence Award - Wafa Khoury. She has been extremely helpful and responsive to requests for information in a manner that I would consider above and beyond the call of duty. The words "no" or "I don't think I can do that" or "this is not my responsibility" are not in her vocabulary."

Another customer described Wafa as the backbone of the Department "Wafa is the most helpful and reliable person that we can contact to get any kind of information about the faculty and its departments. One never needs to get in touch with any other person except Wafa to get any kind of information managerial or financial, recent or very old, within her work capacity or outside her scope." Her Faculty Dean believes that it is high time to reward employees like Wafa. He is counting on her during the transition to the new Deanship. He believes that her presence is crucial for the success of the transition"

For all the above, Wafa has been awarded the President's service excellence award. I would like to thank her for her services and wish her continued success at AUB.

