

**Service Quality Task Team
Reports on the President's Excellence Award Finalists
2007**

Ahmad Yassine, Activities Assistant, Office of Student Affairs

Ahmad Yassin always provides solutions for major and minor problems. He always tries to portray the Office of Student Affairs in its best image and assumes responsibilities beyond his job description to satisfy the needs of the stakeholders.

Ahmad deals with all stakeholders including parents who come always asking about the financial aid office. He receives "customers" with a smile, willingness to help and positive attitude.

Ahmad is among the few employees who do not nag. He appreciates his supervisors and supervisees. Many clubs' members appreciate his work. Last year the Red Cross club at AUB recognized the effort of Ahmad for being a help to their activities since 1985, the date of foundation of the club.

For the last 6 years, no complaints were received about Ahmad. West Hall hosts large conferences and small meetings. Ahmad is always ready. He always receives flattering comments from members of the AUB community.

The most important characteristic of Ahmad is that he considers West Hall like his home. He cares about every room and keeps clubs' valuable documents under lock. Upon the closure of West Hall for renovation, Ahmad identified the valuable and important items and tried to keep them. Some items are still in West Hall now after renovation.

A major program on campus needed a large room for a very important lecture. We did not have free space among our traditional halls. Ahmad, within 10 minutes, transformed an empty room into an auditorium like a hall with a stage and microphone that appeared in newspaper to be very elegant. This year the Program insists on using the same room.

Alumni who visit AUB always ask about Ahmad. Many of them remember Ahmad more than most of their professors.