

Remarks made by

Dr John Waterbury

President

CHADI NASSAR

Chadi Nassar works as an electro-mechanic in Plant Engineering Department, Physical Plant. He has been providing exemplary service for his customers since he joined in 2001. Last year Chadi narrowly missed winning this award but this year he received outstanding nominations once again.

Here are just some of the reasons Chadi deserves the Service Excellence award:

- He always arrives early for work to ensure that the days work is prepared for his team and that they can get started immediately. His customers get support without any delays. No job is too small or “beneath” him, if it needs doing he will do it, and he will do it well.
- Not only does he supports all his customers to the highest standards but also supports the university in its drive on energy and water conservation by suggesting and implementing many measures.
- He is very cost conscious and recently found a supplier which could produce specialist signage for a lot less than the company we had been using.
- All his customers in his zone ask for him by name as they know he will give them all the support they need.
- As with many of our staff who often go beyond the call of duty to deliver quality service, Chadi remains modest about his work. During his interview he could not identify any reason for being nominated, only to say that he felt that the service excellence is something “within him.”