

Service Quality Task Team
Reports on the President's Excellence Award Finalists
2008

Mr. Kassem Khalil, Office Messenger, Faculty of Medicine

His nomination was supported by so many individuals both at the office and outside the medical center. Two associate Deans supported his nomination in addition to many other employees at AUBMC.

In one letter of support from outside AUBMC, the writer says "I have known Kassem as a messenger in the Division of Education Programs (DEP) during my tenure as Director of DEP. During my 35 years of service at AUB, I have worked with many employees and rarely did I find an employee with such dedication to his work and to the institution. He took it upon himself to do an excellent job efficiently and effectively. His personal integrity and honesty stand out and were never compromised. He is friendly with students and staff irrespective of rank, status, or gender. I had the chance to see him get initiated to AUB when he started work at DEP and was impressed by the extent and speed he absorbed AUB spirit and ideals which guided him through all his practices. I am proud to support his nomination for the President's Service Excellence Award."

In a letter from the Medical Center, the supporter writes: "I have known Kassem for many years. He has always been hard working dynamic, responsible and punctual. He showed enthusiasm and commitment to all jobs assigned to him. He is always available when needed. His character is especially valued for his high spirit and good manners. He never complained about workload or staying late after work hours."

A letter from the Acting Chief financial officer at AUBMC, says: "In one incident Mr. Khalil took it on his own behalf to help us complete documents for the board of trustees meetings that would have taken more than twice the time it took him. He stayed till 2:00 am with us preparing the necessary documents and came back early the next day at 7:00 am to distribute the documents."

In summary, Mr. Kahlil's excellent performance has been evident for a significantly long period of time and covered all aspects of his job and beyond. There is great evidence for his devotion beyond the call of duty that has lead to an abundance of letters indicating their satisfaction.