

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

**Marlene Jubran, Assistant to the Director, AUBMC**

From the first day of her employment at the hospital, Ms. Jubran worked in the office of the Hospital Director and has known and worked with every director and member of the staff in that office for almost thirty years now. The promotions she earned and recognitions she achieved throughout these years are a testimony of great satisfaction with her excellent performance.

Marlene Jubran has proven, throughout, to be the provider of consistent and superior quality of service to her supervisors, colleagues, subordinates and to the clients of AUBMC who come in contact with the office of the Hospital Director. As the Assistant to the Director, she is meticulous and thorough, as the department head of General Services she is known for her demand of an almost perfect performance by the employees of that department, with her colleagues she is correct and conscious of a professional conduct, with the clients of the hospital she has no hesitancy in extending help and support beyond normal expectations. There is no record or feeling of any customer complaint or negative feedback.

Ms. Jubran does not hesitate to go beyond the call of duty when it comes to extending a service or providing support. Office hours do not seem to mean much to her as she is, as a matter of entrenched practice, at her desk before eight o'clock in the morning and she is, invariably, the last to leave well after the regular office hours.

Marlene developed the Yellow Jackets service in 2002 from an idea to place two volunteers on the elevators to guide customers around. The Yellow Jackets are young AUB students who guide patients and visitors around the hospital 8 hours a day seven days a week and make sure they arrive at their desired destination(s). Marlene went further having these guides wear light weight jackets (bright yellow) and to base them at key locations in the main lobby of the hospital, the private clinics, the laboratory reception area, and other locations. Currently, this service provides 20-25 student employment opportunities on an ongoing basis and is very much appreciated by our customers.

While it may not be documented in writing, it is not unusual to learn about situations where a customer has expressed a positive opinion about Ms. Jubran e.g. directing a client to the right office and making sure that the person concerned is there ready to receive the client and provide the service. The client was a patient with a complicated insurance issue.