

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

Mona Katul , Executive Officer-Deans Office, Faculty of Health Sciences

As part of the selection process, several stakeholders are asked for their opinion about the nominee. All those who were asked about Ms Katul praised her dedication to the Faculty as well as the University as a whole, in addition to being polite, caring and that she always goes out of her way to please. She is well known for her commitment and is for sure a driving force during the day-to-day operations at FHS, always available to support the needs of both academic and non-academic staff.

Ms. Katul started her career at AUB in August 1978 as an Examination Clerk in FEA. Four years later in July 1982, she was promoted to Administrative Assistant in FHS to go on and assume the position of Executive Officer in October 1991. Her efforts during her 29 years at AUB were exemplary, easily accommodating change in full support of the Faculty under any circumstance. She is always present to address and solve problems and always follows up, responding efficiently to queries and emerging needs even outside office hours. As few of her colleagues said, "She really makes a noticeable difference at FHS and we are extremely fortunate to have her", "We have been always very impressed with her skills and dedication"

Quoting Dean Zurayk, Mona is well known for her commitment, passion and dedication. As executive officer she supports the Dean in administrative issues particularly in the important areas of human resources and budgeting. She is fully cognizant of university policies and practices in these areas and has built a network of professional relations at the University that ensures the proper, smooth and efficient processing of FHS administrative matters. She is a loyal citizen of the University, and in abiding by its policies, she also makes sure that the interests of FHS and of faculty and staff are attained at the same time.

Mona is outstanding in her sense of responsibility, in her integrity, in her positive energy, in her management skills, in her hard work, in her patience and perseverance, and in her relations with others. She extends herself in the service of the Dean's office and of faculty and staff at FHS. She is liked and highly regarded by everyone at FHS and indeed by those she deals with at the University level. She is a model of a good citizen for AUB.