Remarks made by
Andre Nahas
Director of
Institutional Planning and Process Improvement
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Dear Colleagues,

Thank you all for joining us here for the presentation of this year’s President Service Excellence Awards.

2005 marks the sixth year for this prestigious award. This year, we received 447 nominations, supporting 41 different nominees, from various units of the organization. As this award matures, the documentation supporting the nominations gets better and better and goes further to the essence of the award selection criteria.

Let me mention briefly the award selection criteria. Nominees should demonstrate:

1. Customer satisfaction over a significant period of time
2. Customer satisfaction over different aspects of the job
3. Customer support beyond call of duty
4. Creativity leading to increased “Customer” satisfaction
5. Explicit and specific positive feedback from Customers

As I mentioned earlier, we had many nominations and several deserving candidates. This makes it difficult to settle on the few who will receive the award. On behalf of the selection committee, I would like to take this opportunity to thank all the 41 nominees for their contribution towards service excellence at AUB, and I am happy to ask President Waterbury to present this Year’s Service Excellence Awards to the 5 awardees.
RITA DOUDAKIAN

Rita Doudakian, a Community Health Nurse from University Health Services has been serving students, faculty members, non-academic staff and their dependants with a smile, in sometimes stressful conditions, since she joined AUB 14 years ago.

One of Rita's significant achievements is the creation of hospital staff immunization monitoring program. Almost single handedly, she has been managing this crucial hospital infection control and has managed to increase the immunization percentages to acceptable international standards.

Rita always goes the extra mile helping her “customers”. For example, a non-Lebanese academician needed to have a chest X-ray done as part of his pre-employment test. He was not familiar with the medical center, and did not know how to go from campus to the X-ray department. She delegated her work to a colleague for a few minutes, and walked the academician to his destination in the hospital.
Over the years, the quality of service excellence that Rita has demonstrated, earned her the respect of her colleagues, doctors and patients.
TALINE GULGULIAN

Taline Gugulian is a Registered Nurse in the Pediatric Intensive Care Unit (PICU) at AUBMC.

In the four short years since she has been in her position, Taline has made an enormous difference in the lives of sick babies and children, giving unwavering love and affection to them and providing the vital support to their parents in what is often an extremely difficult period of their lives.

Here are some of the touching stories that say more about Taline and her work than any other words can describe:

- For a nine year old girl who was depressed in hospital, Taline brought in nail polish and colored her nails....

- For a grieving mother who had just lost her child, Taline came to work early to offer support....

- For another distressed mother, Taline accompanied her to AUB campus during her lunch break, where they walked and talked. The mother returned transformed....

- When a chronically-sick baby, who has practically been in the unit since birth, cut its first teeth, Taline brought in a special dessert (snayniyeh) to celebrate with the family...
Not only is Taline renowned for her compassion and quality of service, but she has also contributed to process improvement by creating a slogan for the unit to promote team spirit, and has contributed to introducing the psychiatric assessment of parents in the Pediatric Intensive Care Unit (PICU).
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.”
Remarks made by
Dr John Waterbury
President

JOSEPH NASSIF

Joseph Nassif, the Supervisor of the Engineering Shops has worked for AUB for over 25 years.

Evidence of Joseph’s service excellence is everywhere, but if you would ask him about it he would say that he is only doing what he thought everyone should do, and that it is for the “good and benefit of the University and students.”

Joseph carries out his duties with dedication and he is thorough – he makes it his business to see that no request or task is overlooked and that everything is completed on time. His services extend to all FEA Faculty, staff and students. His customers, both internal and external have come to know that “when you need something done, no worries, go to Joseph Nassif.”

Always very cost-conscious, he has saved the University large sums of money by manufacturing ‘in-house’ and doing good market research. Just one of many examples was the method Joseph invented to manufacture “dog-bone” samples rather than buying them, thus saving the University thousands of dollars.

Not only is he keen to learn, but loves to pass on his knowledge to others, especially students and co-workers.
Not surprisingly, Joseph has had many letters of appreciation going back to the last decade. He was commended by all and received several nominations from colleagues as well as students.
Remarks made by
Dr John Waterbury
President

BAHIA TALEB

Bahia Taleb, is a Nurse Manager at the Central Sterile Department at AUBMC. Bahia joined AUBMC in 1974 and she transferred to the CSD less than two years ago where she has contributed greatly to the overall efficiency and physical environment of the department.

Highly praised by her superiors and peers, Bahia has made a great difference by improving several processes and upgrading equipment. In spite of frustrations, she is known for her hard work and dedication, and often goes beyond the call of duty staying late after work and on weekends. According to one doctor, Bahia is “an excellent element, always there….very knowledgeable.”

By providing her staff with a pleasant and safe environment in which to work, they, in turn, perform to high standards. While she is always willing to ‘pitch in’ and back staff up whenever they are busy, they listen when she explains to them their limits and responsibilities.

Bahia’s philosophy is to treat others as she expects to be treated. This has won her the respect of her
superiors and peers, admiration from her staff, as well as appreciation from her customers.