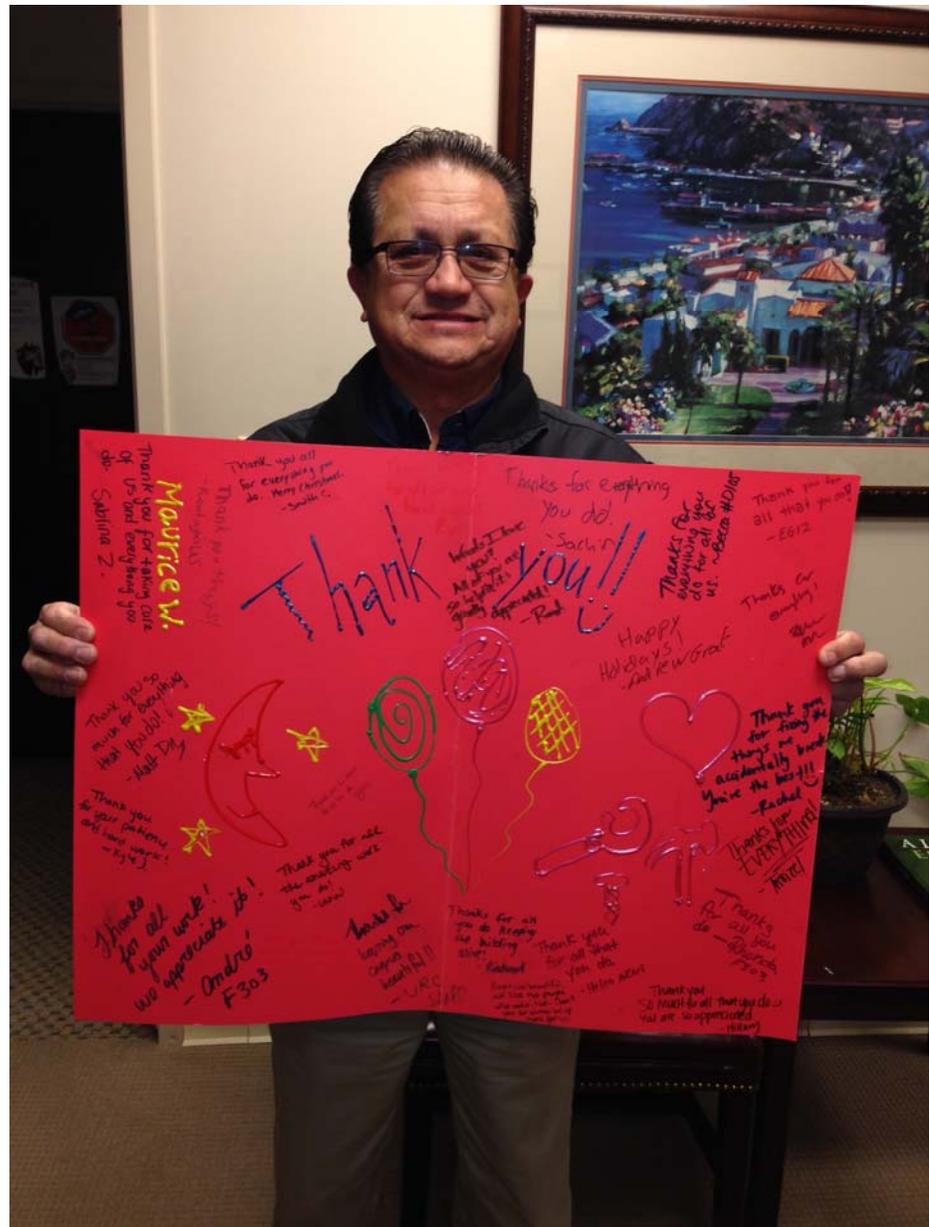




Campus Services  
"Doing the right thing, the right way, for the right reasons"

*Clairmont Students Recognize the F-Zone For All They Do*



## *Paint Shop Professionalism Appreciated*

*"Hello Glenn (Brown),*

*A note of thanks to you and especially Kenneth for taking care of the Callaway classrooms. I don't have to tell you, but I would like to express how much Dwight and I appreciate the work your shop does. I can always depend on the work getting done in a timely and professional manner. It's satisfying to work with colleagues who take pride in their work, and it shows."*

Many thanks,

Ann Marie Arthur-Nedrick  
Facilities Coordinator  
Emory College

## *TPS Customer Service Goes Above And Beyond*

All,

I wanted to share this story, please see the attached message from TPS dispatcher Kim Lane. I love the part of the story about all that Steven did to assist an Emory employee who just learned of a health problem and needed help sorting through her transportation options. He then went above and beyond by delivering additional information to her office. His actions clearly illustrate the CS values of showing empathy and compassion as well as building strong relationships and being customer focused! I also love that his co-worker wanted to recognize him, wanted to tell the story, and took the time to send this note!

Have a great day,

Lisa

**Lisa P. Underwood**  
Associate Vice President  
Transportation & Parking Services

*"Hi Bill (Castle),*

*I would like to commend my co-worker Steven Walker on a job well done assisting an employee with Commute Option information. The employee expressed interest in vanpooling and using GRTA to commute from Snelville because she was recently diagnosed with a brain aneurysm and did not feel comfortable driving while taking her medication. She was very emotional but Steve was kind, patient, and determined to make sure she received great customer service. After he printed out GRTA information he took it over to her office to ensure she was familiar with the route information and sat with the employee as she was overwhelmed with the recent news on her condition. Steve stated that the employee was very grateful he took the time out to help her with something so simple and ended up being a great shoulder to cry on. I'm very proud to say that TPS has the BEST employees on campus! Great job Steve!"*

Kimberly Lane  
Customer Service Rep  
Transportation and Parking Services

## *BRS Keeping Customers Happy In Cox Hall*

*James (Davis),*

*The floors and carpets look great! I was very impressed with the quality of work. Several people have commented on how good it looks. And the attention to detail in putting the tables, chairs and displays back into general position was very helpful. Your team did a fine job and it looks as good or better than I have seen in the past. I hope we can use the same team and the same process on all future cleanings. Please compliment your team for me."*

Thanks again,

**Andy Gaudiano**

**Retail Director – Sodexo/Emory Dining**



## *FM Efforts During Polar Vortex A Lifesaver For DAR*

The 48 hours leading up to our recent winter blast gave way to some pretty heroic efforts as all of Campus Services came together in response to this cold weather event. It was pretty exciting beginning in the early hours of Monday morning. We had several frozen water pipes and broken fire sprinkler heads throughout the campus. Among the areas impacted was the Division of Animal Resources, who took the time to recognize our team for their efforts

Todd Kerzie  
AVP Facilities Management

*“Dear Todd,*

*The DAR teammates in FM did a great job of getting steam production back up and running on polar vortex day 1/7/14. It spared me from having to invoke my disaster response plan and having to deal with a complicated, large-scale, almost unthinkable challenge.”*

Best,  
Mike

Michael J. Huerkamp, DVM, DACLAM  
Director, Division of Animal Resources  
Professor, Pathology & Laboratory Medicine  
Attending Veterinarian  
Emory University



## *Passengers Appreciate Attentive Shuttle Drivers*

All,

I just wanted to share this note, it was so nice to hear from this passenger today. Good reminder that doing the right thing, the right way, and for the right reasons is appreciated by passengers using the bus system. And it is wonderful that our contracted employees are dedicated to partnering with us on the CS mission, vision, and values as well!

Thanks,

**Lisa P. Underwood**

Associate Vice President

Transportation & Parking Services

*“Good morning, sometimes it seems that we don’t say enough about our shuttle drivers or tell them how much they are appreciated, so today I would like to say thanks to my am shuttle driver Julie, wow! she is awesome, she knows her riders, even which train they usually catch, so she looks out for them and make sure that they are accounted for. thanks Julia and we hope we have you for a long time to come”*

Sheila Holmes



## *Officer Faide Always Goes The Extra Mile*

*“Hi Sergeant Harper,*

*Officer Garrick Faide always goes the extra mile: most recently, he stepped in at the MOT Guest Services desk and helped a blind guest, who was having difficulty “unlocking” his mobile phone. This is one of numerous times officer Faide has exhibited excellent teamwork and customer service...and he’s a great guy to work with!”*

Sincerely,

John Botz

Guest Services Associate