

Values in Action

September 2014



Lisa (Underwood)-

Just want to express my gratitude and appreciation for Joan and Edgar in CSIT both for mobilizing the distribution and set up for the mobile devices to be used in the field for FLIP and DTR's and work orders, and for re-creating my old ADA facility checklist/data base so that I can load Oxford Campus in the coming weeks. Edgar made this iteration even more user friendly and it will streamline my work and even make it "fun" to use. They are quite a talented bunch - I may need to take them a new batch of cookies next week!

Linda A. Sheldon

Manager Accessible Design and Construction

Rachel (Barnhard) and Carson (Walker):

Thank you for doing such a wonderful job with our CPR training yesterday. We have received many nice comments from those who attended. You both were very informative and helpful to those of us who trained.

Thanks again.

Gary L. Teal
Chief Administrative Officer
Woodruff Health Sciences Center



To Whom It May Concern:

On yesterday evening around 5p, I got into my car parked at the Clairmont parking deck, went to pull off and knew immediately that I had a flat tire! I called my husband and he would not have been able to reach me for about an hour or more because of where he had to come from. I started to panic a little and then decided I would walk down to the parking office. I realized that it might be closed but maybe I could find someone. I knocked on the door that says transportation and told the gentlemen in there my predicament. They put a call in and told me to go back to my car and wait. Within 5 minutes I saw a little golf cart mobile riding around and I asked them were they looking for the flat tire and they said yes. In another 5 minutes they had my tire blown up, told me I ran over a screw, and I should be able to make it home to get it taken care of.

I would just like to send a special thanks out to Mr. Keith and Ms. Wondrous for helping me and getting me on my way! Thank you to the Emory Parking and Transportation Department for being so helpful and doing it with an energy that didn't make me feel like I was "bothering" them! KUDOS!!!

Sonja M. Davis
Medical Secretary, Sr.
Department of Pathology and Laboratory Medicine



Vickie (Evans),

This is a brief email to give great appreciation to Mr. Tim Ivey of the FM Lock Shop for his fine service and professionalism to the Emory School of Nursing over these 10+ years I have been here. My contacts with him have been the highest Emory has to offer - he is always pleasant, professional, exhibits excellent knowledge/judgment, and friendly. He is a great credit and reflects well on the Lock Shop, FM, and on Emory.

Thanks again, and as always, if you need anything, just let me know.

Paul Burton
School of Nursing

Mark (Kimbrough),

I want to take a moment to say thank you to you and Montaser for your efforts today with the spin class on Asbury Circle. It would have been really simple to just set up the fans and misters and go about your business, but you all stayed for the length of the class constantly adjusting positioning and checking on us to make sure that no one got overheated. This is a perfect example of going beyond the call of duty to provide Exemplary Customer Service, and why Campus Services should be the service provider of choice. I greatly appreciated your attention to detail as I'm sure the rest of the spin class did. I might have passed out without you !

*Ashley N. Cobette
Executive Assistant
Office of the VP for Campus Services*



Hi Lance (Brock),

I just wanted to touch base to acknowledge that Andy (Allen), the building mechanic for Raoul, went above and beyond this afternoon to prepare Raoul for the RA arrival. We had an empty staff closet, and he worked with me personally to pick out shelving that will be sturdy and appropriately fit the closet space. Then, he ordered it for the building and ensured a quick delivery. Today, he spent all afternoon installing the shelves, and just finished the job at 4:00. He touched base with me once he was finished to place them in their optimal locations.

He approached this job with great attention to detail and a hard work ethic. I just thought you should know that I greatly appreciate his partnership and collegiality.

Best,

*Ambra Yarbrough
Complex Director | Raoul Hall*



Ray (Edge) and Burt (Buchtinec),

Just wanted to reach out to you all and say thank you for the incredible job you and your staff did today. You all did an awesome job of coordinating the safe arrival of our patient and it did not go unnoticed.

Burt and Ray, Linda and I just got off a conference call with hospital leadership which included Alex Isakov. They were applauding the seamless process you and Emory Public Safety put in place to ensure the safety of the patient and others.

I could not be more proud of you all and appreciated learning from your expertise.

Thank you, thank you, thank you.

Jen Schuck
Emory Healthcare



Lt. Buchtinec, Lt. Schmahl,

I just wanted to extend a sincere thank you for your expertise, invaluable input and, most of all, your patience. While details with some of these media trucks were changing right up to the last minute, I appreciated your calm professionalism. You made a big difference for the families and for Emory. There was a lot riding on this news conference, and thanks in large part to your planning and professionalism, it came off without a hitch. Many thanks.

Vince Dollard



Craig (Watson),

I wanted to make sure that you knew about one of your officers performance today. My son attends Oxford and was getting conflicting info about where to catch the shuttle from there to main campus, so I called the Campus Police and confirmed the location of the bus stop. Your officer not only told me where it was, but she went over there, found my son and confirmed that he was in the right spot (while I was on the phone with her). That was beyond expectations and made me proud to have her representing Campus Services and also comforted as a parent to know he is in good hands at Oxford.

I did not get the officers name, but she was on duty today at 1:00pm.

David Shuman
Electrician, Sr



I park at Starvine and I want to tell you that you have an employee that works the gate in the morning with a great attitude. I went to the office and let them know about him and I asked his name. They said his name is Jose.

He says hello and good morning. He even tries to make quick conversation as you hurry past to get to work. Please let him know to keep the smile and not to lose it.

*-Bob Euton
MCP|Senior Applications Analyst
Cardiac Services
Children's Healthcare of Atlanta*