

October 10, 2007

To: AUB Community
From: John Waterbury, President
Re: Service Excellence Award

I invite every member of the AUB community to begin thinking of nominees for the “President’s Service Excellence Award.” This award is presented to AUB personnel who show excellence in the performance of their duties and have fulfilled their responsibilities beyond the call of duty. Eight groups of award recipients have been recognized so far, with their names appearing on the Wall of Honor at College Hall.

In order to start the 2008 awards selection process, I ask that you nominate an AUB employee who demonstrates extraordinary service quality. Your nominee could be an employee from any level and any area (other than teaching faculty and clinicians), and should be someone who has demonstrated superior “customer” service leading to increased “customer” satisfaction. This means that these employees have been outstanding when dealing with “customers” who include students, hospital patients and any internal AUB users—such as other AUB employees—.

Your nomination should be made on the attached form, supported by appropriate justification, and delivered prior to January 31, 2008 to Andre Nahas, College Hall, 5th Floor. Additional nomination forms can be printed directly from the web:

http://staff.aub.edu.lb/~webippi/rewards/president/2008/Nomination_form_Eng.pdf

If you feel that you have any questions, please don't hesitate to contact Andre Nahas, Director of Institutional Planning and Process Improvement, at extension 3570.

I look forward to receiving your nomination and thank you for your continuous support of AUB’s Service Quality Initiative.