

Remarks made by
Dr. John Waterbury
President

Nizar Faour

Nizar is the NSSF Supervisor in the Benefits Coordinator Office. He has been 17 years on the job. Nizar works with a team of five people to serve 7000 beneficiaries consisting of faculty members, staff and their dependants. Nizar's customers are "Internal Customers", that is fellow employees.

Nizar has always adopted the culture of service excellence. He has developed and instilled this culture in his team. He would exert all possible efforts in order to help his customers. He believes in serving people in the best way possible, as it does not cost anything more than providing a mediocre service. Nizar gets praised with words of good wishes and prayers. These are more powerful to him than just a thank you and even more rewarding. Nizar goes out of his way to help his customers and spares no legal means to get their cases properly presented and approved. His services are particularly appreciated in difficult cases of chronic and critical illnesses, or permanent disabilities. His creativity in finding legitimate solutions to these difficult situations is a hallmark for Nizar.

Nizar was also able to build trust and credibility at the NSSF office. Cases that are presented to the NSSF by Nizar or any member of his team get prompt approval because of his good track record and his credibility.

I would like to thank Nizar for his services and wish him continued success.

