

# Recognizing Outstanding Service Excellence

Photo to come

## **Mebrat Arafa** *Housekeeping*

### **Ginny Huelsman from Casey Eye Institute submitted the following nomination...**

Countless times, Mebrat gives Casey Eye Institute her very best! Our building offers people an appearance of cleanliness and an aura of "I want to come back"! Mebrat keeps our bathrooms, windows, walls, pictures and fish tanks, and rugs clean. Our building even smells clean. Casey Eye Institute is a place where many different people come from all around the world to seek the expertise and counsel of our doctors. Our building is inviting, and represents our doctors and staff with professionalism. Mebrat and the housekeeping staff continue to "show us off to the world"! How awesome is that! Over and over again, Mebrat represents professional excellence in her department with her customer service: Mebrat is pleasant with our patients. She is kind to let them use the elevator first before getting in with the hazmatts. If a patient needs to use the restroom while Mebrat is cleaning it, Mebrat being very courteous, will step out allowing the patients to use the bathroom first. She respects other people's privacy. Please recognize Mebrat for her hard work and dedication to the Casey Eye Institute. We wouldn't have the awesome reputation that we have without people like Mebrat working with us! Thank you Mebrat and thank you all who work so hard for OHSU in the Housekeeping Department!

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