

Recognizing Outstanding Service Excellence



**Denise Briggs
Parking**

Gerri Lutes from Strategic Communications submitted the following nomination . . .

Denise Briggs works in one of the most un-loved, challenged departments at OHSU-The parking department. She maneuvers her way through a world fraught with disgruntled people, a campus severely limited in parking spots—and demands that come in waves 24/7. And she smiles through all of it. Here is a small sample of who Denise is—and why she deserves a field full of roses.

Example 1-

Me: “Denise, We have a big government official coming up to the campus on Monday...”

Denise: “It’s Saturday!”

Me: “Yup, just found out...okay, this is what I need ... (and then proceeds to ask for the world ... or at least multiple parking lots to be cordoned off, shut down or heavily restricted ...)”

Denise: “No problem - let's get staff in those lots first thing Monday so all the OHSU folks know what is going on--where alternative parking is and how long this event will take place .. - oh, and would you like signage???”

Example 2-

Me: “So, guess what? Senator Clinton is coming up to Doernbecher this week!”

Denise: “Cool, what do you need?”

Me: “Well, she will only be here for an hour... (big pause)...but here’s the thing—she travels with a National Press Bus of 70 media, multiple Secret Service vehicles and probably about 20 to 30 cars.. So (another big pause) this is what I need—proceed to ask for the world...”

And finally Example 3, 4, 5...and so on

Me: “Hey, Denise there's a big conference this Thursday and the folks organizing it didn't think through the parking issue ...”

Denise: “How many people?”

Me: “Maybe 500.”

Me: “Denise, there's a media event -I think there could be up to 5 or 6 satellite trucks..”

Denise: “When?”

Me: “Oh, in about an hour.”

Me: “There's a film truck in the turnaround by Kohler – it’s for a photo shoot. They've already unloaded and started working - any chance we could put a parking person out there to help with traffic? ...”

Me: “So, what do you think about multiple buses?” ...and so on and on.

She never fails to problem solve, she attacks every situation with a can-do attitude. She is well liked and respected by her peers—even when she is telling them their wish cannot be granted. She is a tremendous resource to OHSU and a shining example of customer service.



Award Recipient - October 2008