

Recognizing Outstanding Service Excellence



Heather Long

room service associate, Food and Nutrition

A patient submitted the following nomination...

Heather is that outstanding individual. She is dedicated and compassionate about servicing the needs of the patient to ensure their nutritional needs are being discussed and met. She made a point of introducing herself early in our visit. Anytime she was on shift she always dropped by, not just to get a kitchen order, but to see how I was feeling and what she could possibly do to make my stay more comfortable. Once, she pulled my wife aside in the hall and discussed options to encourage my food intake and went out of her way to assist in getting anything that sounded good to me at the time. She took the time to discuss differences in ordering from room service as opposed to getting something on hand in the department kitchen. Basically, she always showed she cared enough for me to go out of her way to improve my stay. She truly exhibits customer service at its finest, although everyone on 14K is an exemplary example of true compassionate service. Heather is simply the one that stood out the most with her never ending smile, caring attitude, and go out of her way desire to make my stay more pleasant and my daily food intake more appealing during a time when the thought of eating anything was truly the last thing I was interested in or wanted to spend any time thinking about. She's a conscientious example of a true Golden ROSE that provides excellent customer service every day.

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