



# Recognizing Outstanding Service Excellence

## **NICKOLAS MARSHALL — CASHIER, FOOD & NUTRITION**

I first encountered Nickolas last March when I was interviewing for my position with Family Medicine in Emma Jones Hall. I had three interviews for the position and each time I would arrive early and settle in at the Multnomah Pavilion Cafe to review my notes. Nickolas was always there with a smile. He made friendly conversation - never too personal, yet I always felt that he was interested in his customers. He clearly enjoys his job, and really goes out of his way to make his customers feel at home. Nickolas taught me a lot about the culture at OHSU in those brief visits. If I had any doubts about how I would fit in at OHSU, Nickolas chased them away. His attitude and conversation convinced me that I would be lucky to land a job at OHSU. If my co-workers were half as welcoming as Nickolas, I knew I would be happy working here. On a final note, I have never introduced myself to Nickolas. I doubt he'd even recognize me, except that we're often on the #8 bus (where he often gives up his seat to someone else) in the afternoon. The fact that I have nominated him for this award is a measure of how impressed I am with his customer service.

*Submitted by Melissa De Lyser, Family Medicine*

**GOLDEN ROSE AWARD RECIPIENT**

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