

## Recognizing Outstanding Service Excellence



**Melissa Bennett**  
**Food and Nutrition Office**

### **Lisa Egan from Gynecology Oncology submitted the following nomination . . .**

While I was standing in line for coffee in the Sam Jackson Hall café, I saw Melissa go above and beyond to provide excellent service to a woman in need.

A visually-impaired woman entered the café area, when it was particularly busy. Melissa was out from behind the counter, stocking the refrigerator. She recognized that this woman was struggling through the maze of people, chairs and tables to find her way to the line. Before anyone else could step up and help, Melissa stopped what she was doing, and offered her assistance. She learned that the woman wanted only a cup of coffee from the self-service area. So, Melissa led her to that area, and prepared her coffee for her, all the time making casual conversation. She was able to provide her assistance in a gentle, respectful manner.

In a large institution like OHSU, this may seem like a relatively small gesture of service. However, I think simple gestures like this can have a significant impact on those who witness it, as well as on the woman who was the recipient of her help. I think Melissa should be commended for the service ethic she demonstrated.



# Award Recipient - November 2008