



Recognizing Outstanding Service Excellence

MARINA PITALENKO — CUSTODIAN, HOUSEKEEPING

On the morning of July 27th, I received a call that family members of the worker who was killed during the construction of Kohler Pavilion were at the KPV 9 concierge services desk. They were looking for directions to the memorial plaque erected in the worker's honor. The family had stepped away when I got in touch with the concierge, but I asked that they call me directly and I would gladly escort them to the memorial location. I then headed to the memorial site to take a look. I found the plaque covered in dust and grime, and that cigarette butts, garbage, and other debris littered the area--An abysmal state of presentation to be sure, so I quickly made my way back into Kohler to look for some cleaning supplies. I just happened to run across Marina and asked if I could borrow some cleaning items. Without hesitation, she offered to take care of it. We hurried back to the memorial and together we made the site presentable with a whirlwind of sweeping and cleaning. Minutes later we returned to Kohler, and right after entering the building I received a call that the family was waiting for me at the concierge desk. It was an honor to take them back to a memorial for their loved one that was clean and presentable, rather one with an uncaring image of litter and filth. The right outcome was only possible because Marina stepped up immediately during the short time frame we had, and that made all the difference. Thank you Marina!

P.S. The location of the memorial is on City of Portland right-of-way, but it has now been added to the list of campus memorials that will receive periodic cleaning.

Submitted by Gene Patrick, Design and Construction

GOLDEN ROSE AWARD RECIPIENT

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