

Recognizing Outstanding Service Excellence



Renee Reynoso
Food and Nutrition Services

Heidi Burnett from Food and Nutrition Services submitted the following nomination. . .

Renee, a food service dietary host, is the model for customer service for the entire Food and Nutrition department. She does not just deliver meal trays to our patients; she instinctively knows and anticipates the patients' needs. Her commitment to patient satisfaction is especially evident when faced with obstacles. Renee is persistent in finding solutions by working closely with the nursing staff and the Food & Nutrition department. She is constantly going above and beyond the expectations of her position by getting to know each of her patients and taking special care of them. If a patient is missing a diet order, Renee will make sure all the information is in place to have one submitted. When something goes wrong with a patient's food order, or they change their mind, Renee graciously resolves the issue until the patient is content. She handles very difficult and awkward situations with the greatest of ease and the utmost professionalism. We constantly receive compliments about Renee's care from the nursing staff and the patients she works with. The latest of these compliments came from a patient's wife who stated, "Renee is a blessing to me. She brought me guest trays and offered me a morning cup of tea. In our stressful situation Renee really shines in helping us." In addition, although it is not part of her job description, Renee helps to monitor the food stock and works with us to ensure that supplies are not being wasted. Renee has been part of our host program from its inception three years ago, increasing our internal patient satisfaction scores from thirty to ninety-five percent, in spite of no drastic change in the foods we deliver. I feel this difference is solely in the service that is provided. Renee exemplifies the customer service role and does so each and every day. She is truly golden!



Award Recipient - August 2009