

## Recognizing Outstanding Service Excellence



**Mehran Sarmadi**  
**Facilities Management**

### **Events and Protocol submitted the following nomination...**

If you have ever worked at OHSU on a weekend you know it is a very quiet – and there is plenty of parking. There is also a downside. The resources you have during the week are not available. It can be rather isolating. We recently had an evening event in the Old Library Auditorium. I anticipated some technical/electrical issues and asked Carl Gioia for some assistance. He sent Mehran Sarmadi. Mehran was scheduled to work overtime from 1:00-3:00 p.m. on Saturday and then head home and get ready for his son's seventh birthday. The outside vendor we were supposed to meet at 1p.m. never showed up at one, two, three, or 4:00 p.m. At 5:00 p.m. the vendor called and said he was running late-no apologies. Mehran never complained. The vendor finally arrived at 6:15pm in chaos to set-up for a 7:00 p.m. event. It was highly technical and needed a lot of support. Mehran jumped in and did everything possible to make sure things started on time. He was pleasant, courteous and so helpful. He went above and beyond his "facilities" title (unknown skill-table arrangements). At 7:30 p.m., a half an hour late, the event began and Mehran went home to get ready for his son's birthday. We would have been lost without him. The true value came from the fact that the visitors who attended the event never knew anything was wrong.



# Award Recipient - December 2009