

Recognizing Outstanding Service Excellence



Sue Thompson
Transportation and Parking

Gary Granger from Public Safety and Scott Page from Facilities and Logistics submitted the following nomination. . .

The following was taken from an email Denise Briggs sent to both Gary Granger and Scott Page the day after the event.

At about 12:45 p.m. on July 20th, I was walking back from lunch when I injured my left knee. My injury was worsened by the fact that both of my knees are artificial and therefore do not work like normal knees. It took me awhile to regain control of my pain after the incident and as I hobbled back to the office I passed Sue, my manager. Sue stopped what she was doing and asked me what was wrong. I told her what had happened and she insisted I sit down immediately. She told me that I would have to go to the Emergency Department (ED) and that I would have to fill out an on-the-job injury form. She then asked a co-worker to retrieve an ice pack for me and, without hesitation, completed the Workers Comp form for me. Next she, again without hesitation, offered to go get her own car and take me to the ED for treatment. I suggested that she would lose her parking space and joked that the Parking Enforcement woman is a tough act to deal with. She joked back that it would be good for her to walk. We laughed and headed out the door. On her way to her car, Sue must have asked others to assist me out the door because two employees acted as my personal escorts to Sue's car. She then drove me to the ED and even waited with me in the waiting room as support. I wanted to let you know how much I appreciate Sue's act of, not only responsibility, but compassion. Managers and directors don't get enough positive feedback and I wanted to make sure that, in this case, Sue receives proper KUDOS for an extra effort to make me feel very well taken care of and not just another employee.



Award Recipient - August 2009