

Recognizing Outstanding Service Excellence



**Marisa McKinney
DCH Administration**

Kelli Bryd from Service Excellence submitted the following nomination. . .

I would like to nominate Marisa McKenney for the Golden ROSE award for her outstanding service to our department. As you may know it is hard to get a new program up and running successfully with a tight budget at OHSU. For the most part, everything was going smoothly with the Golden ROSE Awards except for one area, photography. Marisa stepped up and offered her services free of charge. My director received a very polite email from Marisa stating she would be honored to take the photos of the Golden ROSE Awards. What a relief for me because I barely knew how to use a digital camera as you can see from the photos I took in the previous months. Entirely on her own she arranges to meet with each recipient to take their photo. She is even willing to come into the office at an extremely early for her; at 6am to take photos because that was the only time a few of the recipients' were available. This is two hours before her required start time. But she did it with a great attitude and snapped an incredible photo. Not only is she doing an incredible service for me and my department, but she makes the recipients feel so special and honored. Every time I walk by the bulletin boards where the pictures are displayed a big smile comes across my face, because the pictures are so striking and professionally done. Not only does she take the head shots, but she also attends the monthly ceremonies and takes all the photography for this event as well. I would like to say a special thank you to Marisa McKenney who has volunteered to take all the Golden ROSE photography. She has gone above and beyond all expectation to make this event special for all to see. She truly is deserving of a Golden ROSE. Her attitude and heart is Golden. She is not in our department, not on the Golden ROSE committee; she simply saw the need for better photography and reached out to meet it. If that is not service excellence than I do not know what service excellence is. Marisa is a star employee and her personal commitment to quality is obvious in everything she does. She has taken the time and it has made all the difference. Thank you Marisa for going the extra mile and for taking the initiative. Excellence can never be achieved unless someone, like you, has the vision and the desire to initiate it. You truly embody what the Golden ROSE Awards stand for.



Award Recipient - April 2009