

Recognizing Outstanding Service Excellence

Photo to follow

Rose Russell,
Manager of clinic relations, School of Dentistry

Jeffery Stewart, from Oral Pathology, submitted the following nomination...

Rose has worked at the dental school since 1987. Over that time she has consistently demonstrated a commitment to the well-being of others (patients, students, and staff) sometimes resulting in a degree of self-sacrifice and she does this cheerfully. One example of this selflessness happened at the end of the day when a dental patient, who had earlier that afternoon received care at the School of Dentistry (SOD), returned clearly upset that she had been wandering through the parking lot and realized that she had no idea where she had parked - not even sure which parking lot she had parked in. Rose was literally on her way out of the building, on her own way home, but cheerfully did an about face to return to her office to help us notify Public Safety so that they could help our patient locate her car. She not only contacted Public Safety but she gladly stayed with us until they arrived to escort the patient to her car. Rose always seems to have the energy to do the right thing in a proactive way and in a manner that exceeds any job description. Whenever we run into someone who hasn't worked at the Dental School for years, one of their first questions is often, "How is Rose?" We think this illustrates how much everyone enjoys working with Rose and recognizes that she is a role model for going above and beyond in order to serve the needs of those with whom we all interact with each day.

July 2010

