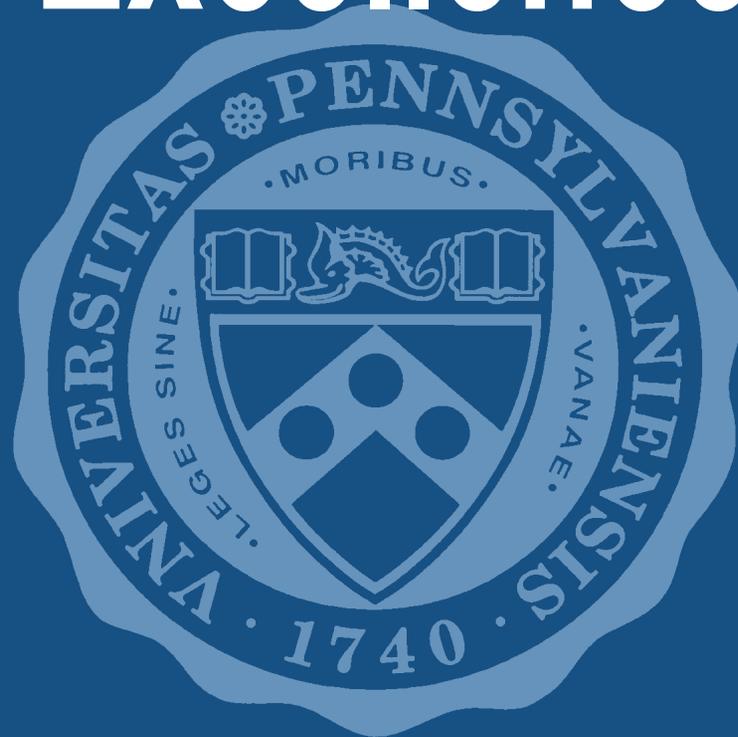


2014 Models of Excellence



2014 PILLARS OF EXCELLENCE



Laura L. Farrington
Division of Public Safety

PILLARS OF EXCELLENCE AWARD WINNER

Laura Farrington is being honored for developing and maintaining Penn's building-specific Crisis Management Action Plans—or Blue Books—for 186 properties. Blue Books contain invaluable information for first responders and building administrators. Laura grew the Blue Book project into a University-wide program while managing her other administrative responsibilities with professionalism and good cheer. With her initiative, willingness to learn new skills, and devotion to detail, Laura assures that every Blue Book is complete and up-to-date. Laura never loses sight of the ultimate mission: keeping Penn faculty, staff, students, and visitors safe.

2014 PILLARS OF EXCELLENCE



Ruth Kelley
School of Arts and Sciences

PILLARS OF EXCELLENCE AWARD WINNER

Ruth Kelley is being honored for her impact on the School of Arts and Sciences (SAS) through her extraordinary capability, professionalism, effectiveness, and commitment to service excellence. As the office manager in the SAS finance and administration suite, Ruth supports more than 50 staff members who maintain facilities spread over 35 campus buildings and 70,000 square feet of leased space. Ruth has developed a close working relationship with central facilities maintenance and repair department staff. According to her nominators, Ruth possesses “a seemingly inexhaustible energy and cheerfulness.”

2014 PILLARS OF EXCELLENCE



Lucyna Fortuna
Facilities and Real Estate Services

PILLARS OF EXCELLENCE HONORABLE MENTION

Lucy Fortuna is being honored for creating a warm, inviting, and spotless environment for Human Resources through her extraordinary personal commitment to her custodial duties. Lucy performs her housekeeping duties with a gusto that is only matched by her attention to detail. Lucy's impact is felt by all who come into contact with her every day.

2014 PILLARS OF EXCELLENCE



Deborah Small-McCord
Business Services

PILLARS OF EXCELLENCE HONORABLE MENTION

Deborah Small-McCord, a Unit Leader in the 1920 Commons Starbucks Café, is being honored for providing quality customer service as a “Five-Star Barista.” She is responsible for assisting in training all the employees, ensuring high levels of customer service, and monitoring food preparation and presentation. Deborah does all of this with professionalism and joy. Her attitude is one reason why this thriving Starbucks can serve 5,400 customers each week.