

Staff Employee of the Week

Pamela S. Tickle

JOB TITLE: Housekeeping Worker

HOME DEPARTMENT: Facilities Housekeeping Services

COLLEGE OR VP AREA: VP for Administrative Services

NOMINATED FOR: Governor's Award for Customer Service

NOMINATED BY: Anne-Marie Bracken, Office Manager, Engineering Science & Mechanics

VIRGINIA TECH HIRE DATE: September 1, 2003

SUMMARY

Pamela Tickle exemplifies what customer service should be. Toothbrush in hand, she is often seen scrubbing the last vestiges of grime away from corners and banisters in Norris Hall until they are clean. Floors are mopped and buffed periodically, laboratories removed of the scuffmarks from hard use, and restrooms are cleaner than in many other buildings. Her interactions with her "customers" are amongst the most pleasant on campus. Ms. Tickle cares deeply for the people with whom she works. This is consistently evident by her shining smile and offers of help. She has a team-oriented attitude towards other members of the custodial staff and is always available as a backup for them. Her honesty is unquestionable. She has found valuables and money in Norris Hall while cleaning and makes an extra effort to have these returned to their owners. Pam is gentle, caring, and friendly, which are traits that enable her to provide an exceptionally high level of customer service.