

## *Staff Employee of the Week*

### **Margie Lawrence**

**NAME:** Margie Lawrence

**JOB TITLE:** Assistant Director for Housekeeping and Furnishings

**HOME DEPARTMENT:** Student Affairs

**COLLEGE OR VP AREA:** Vice President for Student Affairs

**NOMINATED FOR:** Governor's Award

**NOMINATED BY:** Vera Kidd

#### **SUMMARY**

Margie is a long-time employee in the Housing Facilities area (residence halls) on campus. The following statement summarizes Margie's impact on our lives: Margie's 32 years of direct service to the students and the university, beginning as a housekeeper and advancing through the ranks to become Executive Housekeeper and then Assistant Director, have provided long-term continuity and stability through a time of rapid growth in the number and complexity of facilities, social changes in students' lifestyles and expectations, and the evolution of regulations and laws concerning safety and health. She exhibits excellence in all aspects of her work. Specifically: Margie's innovative methods for assuring quality customer service, including friendly service and clean, healthy living quarters for 9,000+ students, her focus on safety and security of students and staff, and her reliance on training and continued process improvement.

Margie's recognition program, which not only holds staff accountable for quality standards, but formally and informally recognizes them for their great and small contributions. Her employees gain full-time positions with benefits, educational opportunities and training on current industry procedures, and the chance to advance in their careers in a geographical area where few other such opportunities exist. Her recognition within the industry includes participation in professional organizations, campus visits from other institutions, and her membership in university committees.

