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Extraordinary Customer Service (2007)

James Bletner

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Extraordinary Customer Service

The majority of university employees are caring individuals who get along well with visitors, students, and co-workers. Some staff members surpass even that standard, so we acknowledge the standouts with an extraordinary Customer Service award.

As director of concessions for the university, James Bletner went above and beyond the call of duty when a recent power outage left a number of residence hall students without a home for the night. Bletner welcomed these students into the Thompson-Boling Assembly Center and Arena and spent an inordinate amount of his personal time, well into the early morning hours, making sure those displaced students were comfortable. In addition to opening a concession stand, he made sure that all students and staff were served hot dogs, nachos, drinks, cookies, and ice cream at no cost. His service and dedication helped turn a potentially negative situation into one much more tolerable for students, parents, and staff alike.

