

# Presidential Salute

Florida International University



April 22, 2011

Dear University Community,

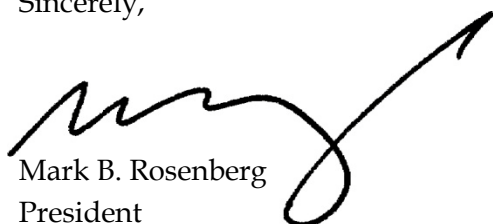
Please join me in recognizing Lauren Curbelo for going the extra mile in providing quality service to the FIU community. Lauren joined the Division of Human Resource Customer Service Center in February 2010, and she has consistently received positive accolades for service excellence.

As shared by her nominators, she provides excellent customer service with a smile and has impressive attention to details. Additionally, she is praised for being an excellent listener and problem solver. Once the inquiry is resolved, she adds the “wow” factor by following up with each individual to ensure that their needs have been fully met.

It is this type of service excellence that makes me proud of staff members such as Lauren. Please join me in recognizing Lauren for her commitment to delivering outstanding customer service. We are proud to have Lauren as part of the FIU Worlds Ahead Family!

If you know someone else who is always delivering outstanding customer service, please nominate them today by [clicking here](#) - I want to know about them!

Sincerely,



Mark B. Rosenberg  
President