



Faculty of Health

4700 KEELE ST
TORONTO ON
CANADA M3J 1P3

416.736.2100
www.yorku.ca

November 14, 2019

Mr. Neville McGuire
Chair, Selection Committee
President's Staff Recognition Awards
1050 Kaneff Tower
4700 Keele Street
York University
Toronto, ON, M3J 1P3

Dear Members of the Selection Committee:

Re: Nomination for Voice of York Award: Ms. Jeanine Papacharalambous

I am pleased to support the nomination of Jeanine Papacharalambous for York University's 2019 Voice of York Award.

In my capacity as Dean of the Faculty of Health, I regularly attend and participate in University ceremonies and special events. Most notably, the semi-annual Convocation ceremonies are the largest and most comprehensive frontline engagement opportunities with our students, their families and guests. This past year Jeanine has also played an instrumental role at several Faculty of Health special events including awards ceremonies, invited lectures and door receptions. I am repeatedly impressed with the professional work of Ms. Papacharalambous. Thanks to her efforts, these activities are exceptionally well planned and implemented. She attends to the smallest of details ensuring activities unfold precisely as intended and provide an exceptional experience for our students, faculty and guests.

Always polite, Jeanine is an admirable example of service excellence. She remains calm in challenging situations, always approachable, with a pleasant and friendly demeanor. She has an uncanny ability to recognize people and respond to their needs. She provides respectful service to everyone regardless of their position, including the Chancellor, President, Deans, students, faculty, and members of the public. This level of consistent, high quality service deserves to be recognized. The fact events run so smoothly increases the risk that we might overlook those responsible for ensuring this is the case.

Jennine is an exemplar for the type of frontline service we should all aim to provide. I am very pleased to support Peter Aylan-Parker's nomination of Jeanine Papacharalambous to receive the Voice of York Award.

Sincerely,

A handwritten signature in blue ink, appearing to read "Paul W. McDonald".

Paul W. McDonald
Dean, Faculty of Health

