



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names May winner of Service Excellence Star Award

MANITOWOC, Wis. (June 17, 2019) - Felician Village announces Alaina Luckow, Housekeeping, was chosen for the Service Excellence Star Award for the month of May.

Alaina's nomination: "Alaina often works at The Court. She does a thorough job cleaning resident apartments, halls, floor boards, even the elevator tracks. The residents are pleased with her work. She is always pleasant and talking with residents as she cleans. She keeps CNAs alert to any issue."

In conjunction with Felician Village's Service Excellence initiative and Resident Firstsm philosophy, selection is based on the employee's conduct as it reflects Felician Village values. Service Excellence is a way of consciously living out the mission and core values of Felician Village and fostering an environment that creates exceptional experiences for all.

Each month co-workers, residents, family members and visitors are encouraged to nominate an employee to be considered for the Service Excellence Star Award. The award subcommittee reviews the completed nomination forms monthly and a winner is selected.

Picture attached: *(left to right): Mike Miller, Director of Plant Operations, Alaina Luckow, Service Excellence Award Winner, and Lori Sharpe, Housekeeping Supervisor.*

Mission of Felician Village

Felician Village continues the healing ministry of Jesus by providing compassionate care that respects the dignity of each person we serve.

Felician Core Values for Ministry

- Respect for Human Dignity
- Compassion
- Transformation
- Solidarity with the Poor

- Justice and Peace

- 30 -

About Felician Village

Felician Village, a continuing care campus, has been providing housing and services for seniors through rehabilitation, independent living, assisted living and long-term care for over 130 years. Felician Village is a Catholic organization that welcomes people from all faiths.

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