



Felician Village

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FOR IMMEDIATE RELEASE

Felician Village names November winner of Service Excellence Star Award

MANITOWOC, Wis. (December 17, 2018) - Felician Village announces Suzanne Wendorf, Finance Department was chosen for the Service Excellence Star Award for the month of November.

Suzanne's nominations: "Thank you for your willingness to share your Excel expertise. I appreciate it!"

"We had an overcharge on our long distance services that spanned about a year. Through Suzanne's follow through and determination, she was able to get this corrected, resulting in a reduction of our phone expense of \$16,000! Way to go!"

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): Jennifer King, Business Office Manager, Suzanne Wendorf, Service Excellence Award Winner, Joanne Bartz, Director of Finance and Frank Soltys, President/CEO.*

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

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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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