

# LaMetra Atkins Customer Service Award



*March 18, 1965 - November 11, 2015*

LaMetra Atkins began her employment at the Shared Services Center (SSC) on September 4, 2013 as a Human Resources Generalist, until her death in 2015. Even during her first weeks at the SSC, co-workers felt her friendly ways and couldn't help but feel the warmth in her presence. Clients adored her because she was always so positive and patient with them, no matter how many questions they asked. A co-worker described her as, "delicate without an angry or negative comment about anyone." She always treated clients with a friendly attitude and tried to resolve their problems or questions as efficiently as possible.

LaMetra had a gift for being able to listen to a customer as they explained their problem, even if they were flustered and agitated. Her customer services skills elevated the customer by going above and beyond the extra mile and making them feel that their issue and their ticket was most important. She made sure her clients had every document they needed to hold a successful interview, including her clients on the SSC team. She gave more than was expected of her.

Her natural kindness permeated through each transaction in which she participated. One client said she always wanted to have the "LaMetra Atkins" experience because it was so helpful and customer-focused. LaMetra encompassed the UC Davis Principles of Community in her daily actions. She embraced the differences in perspective of each of the departments she worked with at UC Davis; she grew to understand their needs and what they expected her to produce as their Generalist. LaMetra treated her customers with respect and dignity, and worked with them to foster mutual understanding. She revered the different cultures evident at UC Davis and grasped at every opportunity to learn more about the different observances and cuisines celebrated within the SSC as well as on campus.

It is because of these attributes that we honor LaMetra Atkins. We proudly request nominations for the inaugural LaMetra Atkins Customer Service Award.