

## Employee of the Year Nomination – Sarah Hansen

“I’d like to nominate Sarah Hansen for employee of the year. I have had the opportunity to work with Sarah closely as our team on-boards and provides new employee training for new staff. In this process, Sarah is always responsive, communicative, and helpful in this process. She is well organized, and we are always on the same page and have a plan we can work with whenever new employee orientation day comes around. If issues arise, she problem solves them quickly and sometimes on the spot. She communicates any changes that come up (and they are frequently) as quickly as she can and does as much as she can to make things work.

Sarah’s focus on the bottom line, her efficiency, and understanding of the different systems at Phoenix have been instrumental in the fact that we have cut our open hours in half in the time I have been working at Phoenix. Sarah is the sort of person that you can say any employee’s name and she will know which house they work at and what shift. It’s magical honestly! Sarah is always prompt in her responses and regularly helps others in better understanding the mechanics and systems behind hiring and scheduling.

Sarah is also incredibly gifted at keeping her cool in uncomfortable or challenging situations. She never sounds frazzled and keeps an even head, even in a stressful room. She responds gently and professionally to communication and regularly amazes me with how kind her voice and demeanor are, even when she is not being treated as such herself. Sarah’s general disposition is approachable and calming, which is invaluable on stressful days.

I could go on and on about how instrumental Sarah is to the progress that Phoenix has made due to her influence. I just hope that she understands how much value she adds to our work, even on the frustrating days when things go wrong. I appreciate Sarah so much and feel that she deserves to be recognized with this award.”