



Lenbrook

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# Train for Life” Says Leo Herrera, RITE Award Winner of the Quarter <sup>[1]</sup>

By: David Rast, Director of Human Resources  
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**Leo Herrera**, Supervisor of Lenbrook’s Fine Dining Restaurant, has been selected by Lenbrook residents and associates for the prestigious RITE Award Winner of the Quarter for demonstrating exemplary service and Lenbrook’s values of **Respect, Integrity, Teamwork and Excellence**. At Lenbrook, we know that outstanding resident satisfaction is dependent on having associates who are caring, competent, and responsive, like Leo. He is a real leader and we all can truly tell that he loves what he does! Leo has also come up with effective and creative ways and new ideas that really improved our daily food service operations.

“I’m honored to receive the RITE Award on behalf of my department. The bottom line is, you need to make it happen,” according to Leo, who joined Lenbrook in 2010 after more than 16 years in the Food & Beverage Department of the Capital City Club. “You always have to keep learning new things; continue to train yourself and help train others.”

This past year has certainly been challenging for all of Lenbrook’s associates. “The level of commitment from our entire Food & Beverage team has been outstanding. Every day in the past year, and still, we have been responsible for getting meals to more than 400 residences rather than serving meals mainly in Lenbrook’s five dining venues. So, it was up to us to create efficient and safe ways to make sure that the level of service was maintained and to keep our residents happy,” notes Leo. “We can never forget that Lenbrook is their *home*. It’s our job to know and respond to individual wishes or dietary restrictions, and to bring a bit of joy when we bring healthy, fresh meals to their doors.” Currently, Leo directly supervises eight associates, and is a strong proponent of cross-training and working in different venues and at special events at Lenbrook.

Originally from Venezuela, Leo, a champion body builder who also enjoys skateboarding, came to the USA 25 years ago. He and his wife Vickey and three grown children, Leo Jr., Leonard and Nicole, have all built successful careers here. Leo, who also serves as a preacher, notes: “I am always open to help everybody. Even during the pandemic, I know that we are blessed and that things happen for a reason. I am grateful to say that the LeadingAge Training I’ve received at Lenbrook has given me the opportunity to be a mentor to others. Sharing my skills, sharing my knowledge, and sharing Lenbrook’s vision to benefit everyone is such a joy. I always go for the Win-Win!”

Congratulations with this well-deserved recognition, Leo – you have the RITE stuff!

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