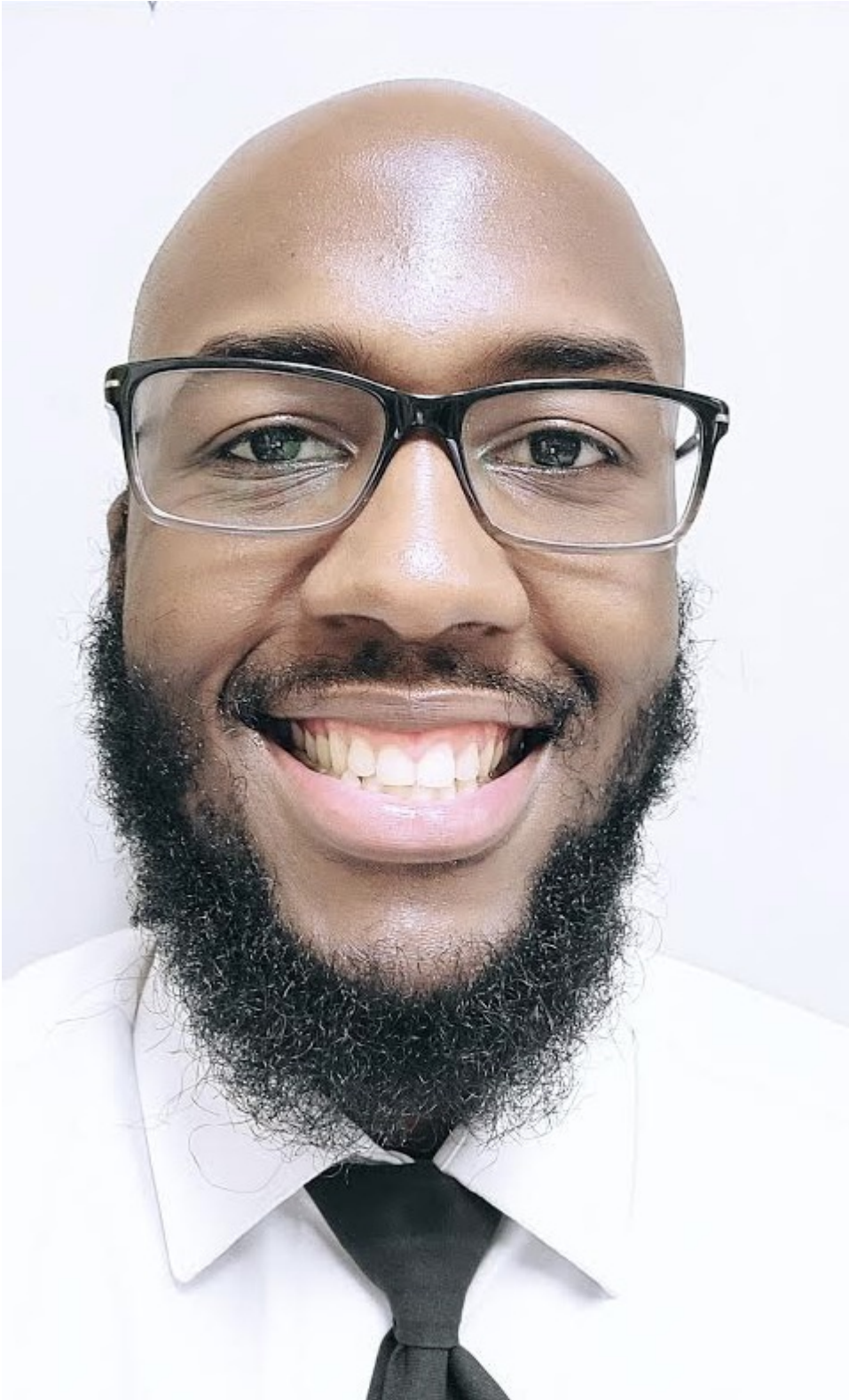




Lenbrook

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Congratulations to Natthan Daniel, 2020 RITE Award Winner of the Year ^[1]

By: David Rast, Director of Human Resources
05/20/2021

Every year, Lenbrook residents and associates select one RITE Associate of the Year, and for the 2020 fiscal year, this recognition goes to **Natthan Daniel** for going above and beyond the call of duty. The RITE Reward program rewards associates for demonstrating outstanding service and values: **Respect, Integrity, Teamwork and Excellence.**

Even though Nate has been with Lenbrook for less than three years, he exemplifies the Lenbrook Way, our unique service standards of resident service and hospitality.

Nate started as a security guard, but after just a few months, Joe Goodwin, Director of Security, tapped him for a position as Concierge on the Front Desk where Nate would be able to use his outstanding people skills to the fullest. Before Lenbrook, Nate served in a similar position with Atlanta United at Mercedes-Benz Stadium, and also worked with American Cruise Lines.

“At first, I was a bit intimidated, especially by the postage meter,” smiles Nate. “Fortunately, being ‘the guy with all the information’ almost came naturally to me, and I soon found the ‘fun’ in this function.” He especially loves Lenbrook’s dress-up holidays like Halloween or St. Patrick’s Day, when some residents go all out.

“Then, when the pandemic hit, and online shopping became the norm, we found ourselves handling many more packages. Before too long, we came up with a good sorting and distribution system, and I took it upon myself to bring up as many packages as I could to our residents’ front doors. A bit like Santa’s little helper.”

The RITE Award recognizes not only competency, but also a caring and responsive attitude. For example, recently a Lenbrook resident attempted to leave the locked-down campus to visit the dentist – on foot. Nate noticed what was happening, immediately alerted one of Lenbrook’s limo drivers and together they saved the day.

Nate welcomes every challenge and opportunity with a positive attitude. He also appreciates how Lenbrook supports its associates: “Lenbrook takes care of its people in a number of important ways. Lenbrook promotes from within (just look at me); we have Lenbrook University, designed to further educate and train our staff; there is the scholarship fund for use by associates and their families; and opportunities continue to be created to advance your skills. I was just selected to be part of the LeadingAge group and learn more about the senior living industry.”

Nate, thank you for being the **welcoming face** and an integral part of our Lenbrook community. Your RITE Award is well-deserved!

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