

MARY EILBECK

Associate Director, Resident Dining and Central Production



Mary Eilbeck's strong achievement drive, coupled with her dedication to the University's students, faculty, and staff has resulted in her attainment of excellence as a forward-looking professional and leader who "is deserving of the trust and confidence that... her employees, co-workers and supervisors have in her." Through Mary's encouragement, coaching, mentoring and expertise, Dining Services has taken giant leaps forward in its customer satisfaction, operations and strategic direction.

In July 2007, Mary joined the UD dining staff as General Manager of Marycrest, and in 2008 was the key leader for the \$3.5 million Marycrest remodel. She readily embraced the challenge of creating a cohesive and energetic team, and set out a clear vision for her very diverse staff, giving them the opportunity to understand the part each would play in creating a successful dining facility. Her strategic and courageous leadership resulted in Marycrest's earning national awards from the National Association for College and University Food Service, including a gold medal from the association in 2012-13. Additionally, **US News and World Report** recognized the University as the 19th best dining operation in the nation, in large part because of these achievements.

Mary holds her team to high standards while motivating them to set and attain their personal and professional goals. As a result of her support and guidance, four of her staff members have been promoted to managerial positions in Dining Services. She has shown that employee empowerment can create excellence. As one of her supporters stated, "My accomplishments are due in a large part to her leadership, but Mary would never want to take the credit. Mary emulates the true Marianist spirit."

In 2011, Mary was asked to provide managerial oversight to the Emporium, and helped it earn a first place award for merchandising in a national contest. In 2012, she volunteered to lead a Lean Six Sigma team in the improvement of Dining Services' fruit and vegetable production. Not only was that project successful, but Mary is currently leading a second Lean Six Sigma team to attain other efficiencies.

In recognition of these accomplishments and many more, Mary was promoted to Associate Director, Resident Dining and Central Production in January 2013.

To lead and perform as successfully as Mary has requires more than skill or experience. It takes strong personal character and a desire to make a difference. It is with great pleasure and appreciation that we recognize Mary Eilbeck with the 2014 Presidential Staff Achievement Award.