



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Nan Kham

Conscientious, trustworthy and attentive to detail: As Housekeeper in Taylor Hall, Nan Kham creates a workplace in which teaching, research and service thrive. Her work ethic excels above and beyond her assigned duties. She is approachable and engaging. She listens, provides assistance and responds. She delivers extraordinary results in a facility that operates nearly 365 days a year. Nominations from more than 75 colleagues praised Nan's many professional and personal contributions to their wellbeing. In the words of a co-worker, "It is a pleasure to witness the pride, joy and sense of accomplishment (she) brings to her work."

Completed in 1969 and home to a number of labs, Taylor Hall presents a unique set of housekeeping challenges. According to a nominator, "Taylor is incredibly clean, even though it is a very old building ... When Nan is working there, the surroundings become brighter, literally." Clean workspace creates a healthy workplace, lifting spirits, enhancing productivity and making a difference for staff, students and faculty. "I direct a histology lab and due to the nature of our work, our floors frequently become littered with paraffin wax," wrote a nominator. "This wax sticks to the floors and over time, dirt sticks to the wax. Nan not only sweeps and mops our floors, but she frequently gets on her hands and knees and removes every spot. She is the most thorough and efficient housekeeper we have." Nan's consideration for others and her follow-up and follow-through influence each room on every hall. "If we are still working when she arrives, (Mrs. Kham) waits to clean so she is not in the way," wrote a nominator. "She is an asset to the work taking place (here)."

Beyond Taylor Hall, Nan influences the quality of campus life. "I'm nominating this special employee due to her hard work and dedication to this

University,” wrote a co-worker. “She continues to go over and beyond by not only being a key asset to Housekeeping, but also pitches in with Facilities Services’ recycling during Student Move-In Day, assists with staff activities and volunteers in the Carolina Campus Community Garden.”

Nan’s positive attitude, teamwork and camaraderie add immeasurable benefit to her colleagues and campus. One nominator called her, “very kind, and willing to help in any way.” Another wrote, “She is a very cheerful person and always has a bright smile on her face.” Off campus, she set a personal goal and pursued it with her same passion for excellence. “Over the years, she has taken English classes so she can more effectively communicate with all of us,” wrote a nominator. “She always takes time to say hello, ask how we are doing and tell us to have a good night.”

For 11 years of exceptional dedication to this University and outstanding service to the campus and people of Taylor Hall; for encouraging and inspiring optimism in her colleagues and contributing to the well-being of those whose lives she touches; for the humility, strength, patience and diligence she demonstrates in her workplace and because — in the words of a colleague — “She is extremely hard-working, efficient, helpful and approachable,” Nan Kham receives the 2018 C. Knox Massey Distinguished Service Award.