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Goodwill Grants Staff Excellence Award

Emil M. Hartl Award presented to Boston sales associate

BOSTON (July 14, 2010) — Morgan Memorial Goodwill Industries (Goodwill) has presented Wanda Velazquez with the 2010 Emil Hartl President's Award in recognition of her outstanding performance as a Goodwill employee.

Wanda is a sales associate at The Goodwill Store at 1010 Harrison Avenue. In this role, she assists customers in the boutique department, rings the register, and maintains the store by cleaning and handling merchandise. She is also active in training new employees and participants from Goodwill's job training programs.

A Dorchester resident, Wanda has been working at Goodwill for seven years.

"Wanda is a tremendous asset to Goodwill and the retail store," said Joanne K. Hilferty, president and CEO of Goodwill. "She goes above and beyond to provide excellent customer service. She is a role model for new staff members and extends herself to support them. She is most deserving of this honor."

Wanda was nominated by Louella Hoffman, the senior administrative assistant for retail at Goodwill. A frequent customer at the Roxbury store, Louella nominated Wanda for her calm demeanor and expertise in pricing and customer service.

"She gets along so well with all of the customers and knows exactly what they like," Hoffman said. "She really filled the bill."

The Emil Hartl Award is presented annually to an employee who most clearly exemplifies the mission of the organization by demonstrating creativity, innovation and leadership and who has accomplished significant achievements within the preceding year that have added to quality and value to Goodwill. Dr. Emil Hartl was the director of rehabilitation for Goodwill and the founder and director of the Charles Hayden Goodwill Inn School, a shelter for troubled youth. A noted researcher in psychology and an expert

on delinquency prevention and treatment, Hartl's creativity and innovation won the respect of his colleagues and kept Goodwill on the cutting edge of job training and work with youth. He came into work every day well into his nineties.

ABOUT MORGAN MEMORIAL GOODWILL INDUSTRIES

For more than a century, Goodwill has provided job training programs and partnered with the business community to provide meaningful work opportunities for individuals with disabilities and other barriers to self-sufficiency. In addition, Goodwill operates Boston Career Link, a one-stop career center, which offers universal access to a broad range of services for job seekers, individuals who are looking to advance or change careers, and employers seeking good job candidates. Goodwill also offers programs that foster academic achievement and career aspirations among urban youth. The Goodwill Stores in eastern and central Massachusetts provide jobs and on-the-job training opportunities, offer quality, low-cost goods to individuals and families looking for value and support other programs and services fulfilling Goodwill's charitable mission.

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