

## 2024 Hospitality and Service of the Year Finalists

**DEREK FELIX/U.S. POSTAL SERVICE** – Derek Felix, a US Postal Service delivery driver in New Castle, consistently goes above and beyond in his role, making a real effort to connect with everyone on his route. He doesn't just deliver mail, engages with people, asks about their well-being, remembers their families, and takes the time to address any mail-related concerns. Derek's dedication to his community was recently showcased when he saved a dog that had been hit by a car along his route, demonstrating his caring nature. Despite the often-thankless nature of his job, Derek handles it with grace and positivity. He never complains about harsh weather conditions—whether it's sleet, snow, rain, or extreme heat—and always approaches his work with a smile. His friendly demeanor and willingness to help make him stand out as an exemplary postal worker.

**REBECCA ROBERTS/NEW CASTLE HENRY COUNTY PUBLIC LIBRARY** – Rebecca "Becky" Roberts has been an invaluable part of the New Castle-Henry County Public Library for nearly 10 years. As the backbone of the library, she ensures the facility is impeccably clean while also going above and beyond to assist both staff and patrons. From setting up and tearing down for library programs to helping staff with office moves during construction, Becky does it all with a positive attitude and a willing heart. Known from her time at the YMCA, Becky's contributions are essential to the smooth operation of the library, making the staff's work much easier. She is truly considered the most important team member.

**TOMMY LUCAS – PRIMO AND JACK'S DONUTS DRIVE-THRU** - Tommy Lucas is a deserving nominee for the Hospitality and Services Excellence Award, with over five years of exceptional service at Primo and Jack's Donuts Drive-Thru. Tommy consistently goes above and beyond to provide an unforgettable experience, treating customers like friends and making each visit feel personal. His tireless work ethic, positive attitude, and thoughtful gestures—such as ensuring everything is ready for customers—make a lasting impact. Tommy's dedication, energy, and passion for his work set a standard for excellence, and he truly makes people feel valued and appreciated in every interaction.

**WANDA JONES-CONATSER/HINSEY BROWN FUNERAL SERVICE** - Wanda of Hinsey-Brown Funeral Service is a compassionate and dedicated professional with over 15 years of service. She goes above and beyond to provide exceptional care and attention to families pre-arranging their funeral services, offering support during one of life's most difficult times. Wanda is actively involved in the community, participating in organizations like Secret Families, BAM, and BNI. She is known for her patience,

kindness, and willingness to help anyone in need. Families consistently appreciate her thoughtful approach, especially during challenging moments, as she provides comfort and guidance with great empathy.