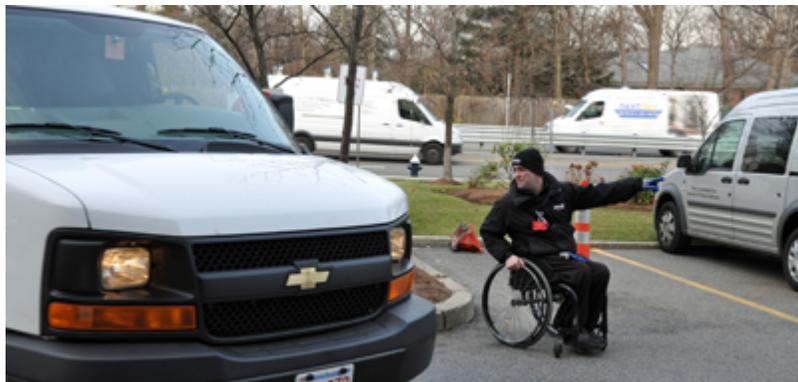


# BWH Bulletin

*For and about the People of Brigham and Women's Hospital*

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## Parking Ambassadors Drive Customer Service at BWH



Danny Flynn directs traffic at BWH's Ambulatory Care Center.

On any particular day, parking ambassador Danny Flynn juggles helping patients and maintaining traffic flow to avoid a back-up in front of the Brigham and Women's Ambulatory Care Center at 850 Boylston St. in Chestnut Hill.

"I treat patients like I would want my family to be treated," said Flynn, who has worked at 850 Boylston St. for two years and also rotates to BWH's 45 and 75 Francis St. entrances. "As long as you treat the person like someone that you care about, you can't go wrong."

Flynn is one of the first graduates of an ambassador program BWH and VPNE developed last year to provide a better experience for patients who park at BWH and its satellite locations.

"We're the first people patients see when they come in and the last people they see when they leave, so it's important to have our staff trained to handle different situations," said Brian Murray, general manager of VPNE Parking Solutions at BWH.

The program, which uses a customer service training model similar to those at Disney and Ritz-Carlton, teaches staff to diffuse potentially stressful situations for patients, said Robert Chicarello, CPP, director of Security and Parking. "It allows for someone to be there very quickly to answer questions and solve problems," he added.

As a parking ambassador, Flynn oversees the parking operations at 850 Boylston St., where parking attendants tend to nearly 600 cars per day. It's not difficult to find patients who have experienced his professionalism. During a recent visit to 850 Boylston St., patient Marie DiCarlo sought out Flynn to wish him a merry Christmas.

"He has gone out of his way to help me and others," DiCarlo said. "He doesn't think of himself, just other people."

[Watch Danny Flynn in action](#) as he provides great customer service and maintains traffic flow.

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