



YJJGrGBB

Glen Howard

Entry details

Nominee Name	Glen Howard
Nominee Organization	Chartwells at the University of Miami

Impact Story: Describe the effort or initiative led by the nominee and the impact it had on your campus or community.

For students at the University of Miami, starting a morning with breakfast at Mahoney-Pearson Dining Hall is so much more than just a quick bite before class. It sets the tone of their day, encouraging them to lead with a positive attitude. That impact doesn't come solely from what's on their plates, but from who's behind the counter — Glen Howard, the familiar face and steady presence at the omelet station. Widely known as the "Omelet King," Glen does more for the students of UM than just serve phenomenal omelets. Each made-to-order dish is accompanied by his warm spirit and kind words, with Howard making a point to greet students, offering encouragement and turning an ordinary breakfast into a moment of connection. No matter how early the hour, his energy never falters, ensuring that every student leaves his station with a smile on their face. In the hustle and bustle of college life, an uplifting figure like Howard can make all the difference. These interactions make a lasting impression, impacting how students choose to take on their day. They are not easily forgotten either, with Glen's kind presence (and tasty dishes) being the driving factor for repeat visits to Mahoney-Pearson. "Your breakfast masterpieces were something we always looked forward to on Saturday mornings," said students in a note to the chef. "Your bubbly excitement and all-around good vibes made it a pleasure to eat at Mahoney." Social media posts from @UMDining featuring the chef have reached over 1,000 likes, garnering comments such as "The best omelets, the best guy!" A greeting from Howard is an unforgettable promise of positivity for the day ahead, allowing students to take on the day's challenges with a new sense of optimism and motivation. It's more than breakfast: it's the spark that ignites a Canes' day.

Leadership & Collaboration: How did this person lead, collaborate, or inspire others?

Glen's kindness sticks with students long after they leave the Mahoney-Pearson Dining Hall. It inspires them to take on their day with a similar upbeat attitude, carrying a bit of his warmth into their classes and routines. His classic phrase, "Make it a great day," has been particularly impactful on students, serving as a small but powerful mantra that guides them through the college roller coaster. To thank Howard for his hard work, joy, and care he brings to the dining hall, students presented him with two custom shirts that featured his signature quote. This was not the first time Glen's leadership has been celebrated by both students and the university at large: his character and dedication have long been recognized as a cornerstone of the UM community. From writing letters of appreciation to crafting essays about the culture of love Howard has created, students are constantly expressing their appreciation for Glen and his work. His energy is appreciated among the staff as well—having worked in the foodservice industry for over 50 years, seven of those being at the University of Miami, Howard has worn every hat the kitchen offers. His versatile background allows him to understand and connect with staff at all levels. The drive behind this spirit, however, is not recognition and respect. It is simply Howard's goal of making every student feel

wanted and welcome. "It gives you peace of mind to know that the children are well taken care of," he said. Through his infectious optimism, Glen transforms what is normally a transactional interaction into a meaningful experience. His approach to foodservice fosters a rare sense of connection in an otherwise fast-paced and ever-changing environment. At his center stage of Mahoney-Pearson Dining Hall, conversation, humor, and genuine care combine to create a welcoming space where all students feel valued.

Personal Qualities: Share how this person embodies the spirit of Paul Fairbrook through compassion and service.

Glen constantly goes above and beyond, and not just when it comes to making world-class omelets. Even in short interactions with students at his station, his personal qualities shine through. From warm smiles to assuring words, Howard leaves a lasting impression on students as they navigate their morning routine. He puts an effort into even the littlest of things, such as remembering the orders of students who frequent his station. "I get the same thing, tomatoes and cheese, every day, and he actually started to remember my order," said one student. "It almost made me cry today. It was really sweet." These small, unexpected gestures reflect Glen's intentionality and show just how much he truly cares for each student. He hopes to serve as a beacon of warmth and comfort to those dining at Mahoney-Pearson, specifically to freshmen finding their footing on campus. College is a nerve-wracking transition for many, and UM's vast campus feels a bit less daunting with Glen turning breakfast into a familiar, comforting moment. By creating a welcoming space each morning, he helps students feel seen, supported and ready to face the day ahead. A note from an out-of-state student read, "College can be overwhelming or scary at times, and knowing there is someone in your corner paying attention and who genuinely cares makes all the difference. We appreciate you so much!" Knowing that Glen is serving as a friendly anchor for students brings him immense joy, and he knows he has found his calling. "Anything you can do with joy, you can do it forever," Howard said. Leaving a lasting impact on those he serves is one of the most important aspects of his craft. "I make a student feel loved," he said. "I make a student feel appreciated."

Please submit a short video (1–3 minutes) featuring the nominee and/or their work. Videos may be used in conference presentations and marketing to celebrate all nominees. The content may be edited by NACUFS staff to create a broader video celebrating the winners.

- Testimonials (colleagues, supervisors, or students)
- Social media highlights
- Photos of the nominee in action
- Survey results or other metrics
- Letters of appreciation
- Newsletters or articles featuring their work

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