

VOICES OF

Southwest Medical Center

How long have you worked at SWMC?

I have been at Southwest Medical Center for a year and six months. I really enjoy my job. I work in the Environmental Services Department.

Tell us a bit about your job.

I work in the Laundry and Housekeeping Unit. I'm in charge of picking up all the dirty linen throughout the hospital and replacing it with clean linen. In the housekeeping unit, I have to clean patient rooms, offices, and clinics, depending on where I am stationed that week. I make sure I clean and disinfect all areas thoroughly so that our patients have a comfortable and pleasant stay at SWMC. I make sure that all of the patient rooms are very clean. I work hard to make sure all of my designated areas are clean and spotless.

What is most rewarding about your job?

The most rewarding part of my job is when people notice my work. It makes me happy when I hear compliments that the rooms look very clean. It's very rewarding when a patient tells me I did a very good job cleaning their room. Their compliments motivate me, and it makes me feel like I'm doing a good job.

What is one accomplishment, personal or professional, that you are most proud of & why?

One of my biggest accomplishments, which is a personal and professional accomplishment, is learning English. I am very proud because even though it has been challenging, I have been learning it better here at my job by speaking to the patients. I also work at Pizza Hut, so I communicate with people all day, and that has really helped me practice speaking it more often. At Pizza Hut, I started washing dishes, and now I am a Shift Leader. This is another small accomplishment that motivates me to keep working harder and never give up. I believe in working hard, holding your head up high with a smile, and always treating others how you would like to be treated.



LUPITA ZAPATA
ENVIRONMENTAL SERVICES



Born & Raised:

Born: Ayutla, Jalisco, Mexico



Favorite Artist:

Greeicy, Camilo



Favorite Food:

Pozole



Favorite Hobbies:

I like to listen to music, dance, sing, look at sunsets, and spend time with my family.



*Laugh with your eyes,
hug with your soul,
and smile with your
heart!*

