

Lamont Henderson Goes the Extra Mile (Literally) to Help a Guest

Employee Spotlight

When two elderly guests at the UNC Eastowne garage in Chapel Hill, NC, needed help, Lamont Henderson did more than his job required—he quite literally went the extra mile to make sure they got where they needed to go.

Just before pulling into the garage for a medical appointment, their vehicle's power steering failed, requiring both the driver and passenger to work together to maneuver into a parking space.

They decided to continue with the appointment and deal with the issue afterward. When they returned to the car, they approached Lamont to ask whether the facility had any emergency fluids available for guests. While it didn't, he immediately expressed concern and offered to help.

Lamont walked them back to their vehicle and assisted in checking the power steering fluid—something they couldn't do on their own.

As the guest later explained in a heartfelt letter:

My husband is visually impaired, and I now know that I am too short to see my fluid reservoir level.

With Lamont's help, they discovered the reservoir was completely empty.

That's when Lamont went the extra mile—literally.

Again, [he] rescued us.

He explained to me where the closest auto supply store was located. Being the astute gentleman that he appears to be, he realized I was getting quite flustered with the situation... Knowing that the auto supply store was very close—but not visible from the road—and that I had no power steering, he took his personal break-time, safely led us to purchase the much-needed fluid, and thankfully put it in the reservoir.

Lamont didn't leave their side until he was confident they could drive away safely—and with peace of mind.

She closed her note with a message that says it all:

He is a great asset to your organization and deserves to be recognized for his concern and safety of the UNC Eastowne patients.

Everyday Dedication, Extraordinary Impact

Lamont has been a valet at Eastowne since 2023 and part of The Car Park family since 2018. Guests know him for his calm demeanor and dedication.

According to his supervisor, Marco Ramos, this is far from a one-time occurrence. In fact, it's just the latest example of how Lamont shows up every day with care and commitment.

Lamont's work ethic is dedicated and conscientious to the operation. When I approached him about the patient's experience, he noted that he and Ryland, the other team member at Eastowne, had no issue checking the fluid—and they've even changed tires in the past.

Marco added that while many acts of service go unreported, they're not uncommon. Guests frequently lean on Lamont and fellow valet Ryland Porter—whether navigating the garage or finding their vehicle after an appointment.

Lamont is known to stay after hours to wait for patients to finish appointments, and he often helps guests who self-parked but forgot where their car is—retrieving it for them personally.

Said Marco:

I was pleasantly surprised that Lamont took the time to escort the guests to AutoZone. While it's just down the road, the traffic pattern can be confusing—especially for someone from out of town.

Trusted by Guests and Teammates Alike

Guests and hospital staff frequently recognize Lamont for his service—and many greet him by name, with hugs or high-fives.

Lamont has a presence and attitude of respect and gratitude. He takes pride in his work and ensures the patient's experience is well served by the services he provides.

According to Marco, Lamont and Ryland are two of the most dependable and dedicated crew members on the Healthcare team. Their passion is evident in how they show up for patients and one another—day after day.

This isn't the first time Lamont has stepped up quietly to help someone in need—and it likely won't be the last. It's just who he is. And it's a big part of what makes the Eastowne team so special.

Thank You, Lamont!



Caption: Director of Operations Brandon Markey, valet extraordinaire Lamont Henderson, and General Manager Marco Ramos at Eastowne UNC  Healthcare.

Social Media Posts

Facebook

Meet Lamont, valet at UNC Eastowne (UNC Hospitals) in Chapel Hill, NC, and part of The Car Park family since 2018.

When two guests' vehicle broke down just before a medical appointment, Lamont didn't just point them to the nearest auto store—he used his own break time to lead them there safely, helped them get the right fluid, and made sure they were ready to hit the road again.

Lamont's kindness, calm demeanor, and commitment to helping guests—no matter what—make him an invaluable part of our team. Thank you for going the extra mile, Lamont!

#EmployeeSpotlight #TheCarParkValues #TeamTCP #TheCarParkCares #PeopleFirst

X (Twitter)

When guests at UNC Eastowne (@UNCMedCenter) faced car trouble, valet Lamont used his break to lead them to an auto store, get the right fluid, and ensure they could drive away safely. True #PeopleFirst service. #EmployeeSpotlight #TeamTCP

LinkedIn

Employee Spotlight: Lamont

At the UNC Eastowne garage in Chapel Hill, NC, valet team member Lamont went above and beyond to assist two elderly guests when their vehicle's power steering failed just before a medical appointment.

Lamont checked their fluid, realized it was empty, and—on his personal break—led them safely to an auto supply store to get the needed fluid, staying until he knew they could drive away with peace of mind.

This isn't a one-time thing—Lamont is known for his care, dependability, and commitment to guests and teammates alike. Thank you, Lamont, for showing what service with a human touch really means.

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Instagram

📍 Chapel Hill, NC

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