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Funeral Arrangements Pending for Carmen Aguayo

(April 8, 2005) Funeral arrangements are pending for Carmen Aguayo, a senior customer service agent with 22 years' service, who died April 6 at Kaiser Baldwin Park Hospital.



Carmen Aguayo

Although Aguayo suffered from a respiratory disease, her death caught her friends and co-workers by surprise.

"She was always happy and joyful," said Maria Esparza, a customer service agent who worked with Aguayo for 18 years. "Her customers loved to talk to her. She was a good employee."

Aguayo, who was born in Guadalajara, Mexico, would have been 50 years old on her birthday, April 17. She joined Metro in March, 1983.

"She was the best person in the world," said Lorraine Hernandez, an employment processing clerk. "She was so happy to hold her grandson."

"Carmen was one of the first persons I met when I began my career here at Metro 19 years ago", said Vanessa Smith, communications manager and her direct supervisor. "She was always consistent with her upbeat personality and friendly smile."

"Carmen was one of our best customer service agents and will truly be missed", said Gail M. Harvey, executive manager, Customer & Vendor Services.

Aguayo is survived by her husband, Art; two daughters, Alex, 11, and Raquel, 22; a grandson, John Jr., 16 months; her mother and father; two brothers and a sister.