

Strongest Link in the Chain
Nomination Form

Nominee Name__Amanda Carmichael__ Department____Finance____

Your Name__Laura Stewart____ Department____Customer Service____

Date Submitted____April 15, 2015____

Is this a monthly nomination? **Yes** No If yes, which month ____April 2015____

Is this an annual nomination? Yes **No** If yes, which year____

Department Director Signature_____

Reason for the Nomination

Using the program criteria, explain in detail why the employee deserves to be recognized as the *Strongest Link in the Chain*. Use a separate sheet if necessary.

The City has recently changed the bank that it does business with and Amanda was tasked with the duty of handling the very difficult job of coordinating all of the changes from setting up all of the new accounts and closing out the old accounts. She had to also work with all of the departments who would be affected by this change. Customer Service was one of those departments. While it would have been easy to have set processes in place and sent them out to the various departments to follow, Amanda never forgot that I needed to be kept in the loop as to what the processes would be, for how the daily deposits would get to the bank, how change orders would be handled, the new procedures for credit card processes, all new supplies, training, etc. She asked for my input for the processes that affected the Customer Service Department.

I was brought into the processes only recently so I have not seen all that she has had to handle but what I have seen is that switching banks has been a very difficult task. Nothing has gone as expected. Over and over things with the bank have gone wrong. Through it all, Amanda was on the phone or email working to get issues resolved and always apologizing to me as though she was the one who had caused the problem, which she wasn't. She always treated me as though I was her most important customer.

One Friday afternoon recently, the Customer Service Department had a problem with the credit card system. Even though Amanda was halfway home, she turned around and came back to the office to find out what the problem was so that the customers could be assisted.

This is my definition of what the Strongest Link is about. Working tirelessly through whatever the problem or issue is to get it resolved. Not being concerned about getting the glory of praise. Just getting the job done in an excellent manner. This nomination is well deserved.

Human Resources Use Only:

Previous discipline in last 12 months__None____

Final Rank____1____ HR Signature____Miles Neville____