

Strongest Link in the Chain
Nomination Form

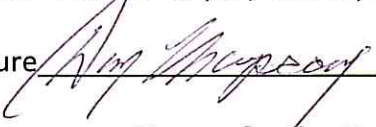
Nominee Name Lorna Walters Department Customer Service

Your Name Laura Stewart Department Customer Service

Date Submitted 03/07/2016

Is this monthly nomination? Yes No If yes, which month March

Is this an annual nomination? Yes No If yes, which year _____

Department Director Signature  3/7/16

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.

From the time that Lorna completed her training to be a CS-I Phone Room Representative and took over her responsibilities, she became the only phone representative in the Phone Room for the next five months. After Lorna joined the team, one Representative went out on medical leave and did not return and the other Representative was promoted to another position within the Customer Service Department. Replacing the open position became a long, drawn out affair which took many months. Throughout it all, Lorna remained positive, professional, and courteous to our customers who called in via the telephone for customer service. That had to be a daunting task as, at that time, our phone lines in the Customer Service Department were continually tied up with customers who were calling to make payments via credit cards. The volume was overwhelming and, while Lorna's frustration level must have been high many times, she never let it show.

Lorna has a true understanding of what "customer service" is about even when faced with the overwhelming task of handling the Phone Room alone for so many months. She has treated our customers the way in which she would want to be treated...with respect, no matter what the situation was. She assisted them whenever she was able and when the situation was outside of her abilities, she reached out to her Supervisor. Her service to our customers has been of such an excellent nature that one of our customers felt so moved that she sent in an article to the Griffin Daily news about her experience and it was printed.

I am happy to say that we now have Invoice Cloud in place which has alleviated a great number of the calls to make credit card payments. We also have a new Phone Room employee who has just finished her training and who is a great help to Lorna. However, the merit of a wonderful employee is not necessarily how they perform when the going is easy. The merit of a wonderful employee is how they perform when the department is severely short-staffed, or they are tasked with a duty in which they really do not want to perform, or they have to work with a coworker who they really do not care for. When the going is tough, the "Shining Stars", as I like to call them, will always step up to the plate. Lorna is one of those "Shining Stars" in the Customer Service Department. She has proved that over the many

months that she handled the Phone Room single handedly, with a positive attitude and with the City's customer's best interest always in mind. That is the definition of the Strongest Link in the Chain, in my most humble opinion.

IMPRESSIONATIVE & THANK YOU !!
Dana Chapin

Human Resources Use Only:

Previous discipline in last 12 months _____

Final Rank _____ HR Signature _____