



City of Smyrna

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Issue Sheet

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Agenda Number: A.

WARD: Citywide

COMMITTEE:

\$ IMPACT:

Agenda Title:

Recognize City of Smyrna Employees as recipients of the "City of Smyrna Award for Ongoing Excellence in Customer Service":

Q1 2019: Rodney Spottsville and Sharon Woodgett, City Hall Front Desk Receptionists

Q2 2019: Dan Campbell, IT Support Specialist

Recognize City of Smyrna Employees as recipients of the "Jonquil Award for Service Excellence in Action":

Q1 2019: Bill Warren, Building & Grounds Supervisor and former Fleet Foreman for the Smyrna Public Works Department

Q2 2019: Smyrna Police K9 Officer Daniel Sperano

ISSUE: Recognize Rodney Spottsville and Sharon Woodgett, City Hall Front Desk Receptionists, and Dan Campbell, IT Support Specialist for receiving the "City of Smyrna Award for Ongoing Excellence in Customer Service" for Q1 and Q2 2019. Recognize Bill Warren, Building & Grounds Supervisor and former Fleet Foreman for the Smyrna Public Works Department, and Smyrna Police K9 Officer Daniel Sperano for receiving the "Jonquil Award for Service Excellence in Action" for Q1 and Q2 2019.

BACKGROUND: The "City of Smyrna Award for Ongoing Excellence in Customer Service" is awarded to a City of Smyrna staff member to recognize their ongoing exceptional performance in the delivery of services to the public and for going above and beyond to ensure the satisfaction of Smyrna residents, customers, and/or visitors to our community.

The "Jonquil Award for Service Excellence in Action" is awarded to a City of Smyrna staff member to recognize their exceptional performance while going above and beyond to serve others in a moment of need.

Frontline City of Smyrna employees in all departments that interact with members of the general public are eligible for the awards. Staff members are nominated for their

excellence in customer service by a department head, fellow staff member, or a resident/customer. Recipients are selected on a quarterly basis by the Employee Awards Committee, which consists of six permanent City of Smyrna employees that are appointed every two years by the City Administrator.

RECOMMENDATION/REQUESTED ACTION: