



# City of Smyrna

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## Issue Sheet

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In Control: City Council

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Agenda Number: A.

**WARD / COUNCILMEMBER:** CITYWIDE

**\$ IMPACT:**

**Agenda Title:**

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

Q3 2019: Roosevelt Carlisle, Detention Officer for Smyrna Police Department

Q4 2019: Kathe Roper, GIS Coordinator for IT Department

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

Q3 2019: Caitlin Crowe, Community Development Planner I

Q4 2019: Montina Moye, HR Technician for Human Resources Department

**ISSUE AND 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 are eligible for the award. 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:**