



# City of Smyrna

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## Issue Sheet

File Number: 2018-267

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**Agenda Date:** 6/18/2018

**Version:** 1

**Status:** ATS Review

**In Control:** City Council

**File Type:** Report

**WARD:** All

**COMMITTEE:**

**\$ IMPACT:**

**Agenda Title:**

Recognize City of Smyrna Employees Mike Hickenbottom and Takerra Brown as recipients of the "City of Smyrna Award for Ongoing Excellence in Customer Service" and the "Jonquil Award for Service Excellence in Action"

**ISSUE:**

Recognize Mike Hickenbottom, Accounting Coordinator for the Finance Department, for receiving the "City of Smyrna Award for Ongoing Excellence in Customer Service", and Operator Takerra Brown, Communications Officer for the Smyrna Police Department, for receiving the "Jonquil Award for Service Excellence in Action"

**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:**

