



EMPATHY



EXCELLENCE

VALUES RECOGNITION CARD



ETHICS



EQUITY

VALUES RECOGNITION CARD NOMINATIONS

NOVEMBER 2019

Chaise Holmgren – Empathy (311)

You have great compassion and respect for all. Seeing you working in the fields and building a greater relationship with your team is noted. Thanks for the continued motivation and encouragement you give to all. – City Employee

Patricia Middleton – Empathy (311)

Ms. Middleton has been deployed to disaster area to assist with submitting service requests for victims of the tornado. She has always shown empathy to all those who have lost valuables, homes, care and even loved ones. She makes me proud to be part of this department. – City Employee

Tanya Allen – Excellence (Library)

Thank you, Tanya, for your hard work in completing the RFID tagging and conversion. You organized and led the CBD team in tagging all the CDB materials and kept us all on target, completing the project before the CDB deadline. Once completed, you then made the decision to convert all the CDB materials, months before the RFID Team was scheduled to do the conversion. You realized it was something we could do on our own and help relieve the work load for the conversion team. Thank you for your leadership role in this large and overwhelming project, your excellence has made CDB the second floor to be tagged and converted and so far, the only floor to do it all on their own. – City Employee

Diamond Cleaver – Excellence (311)

Every time I need her help she shows patience and excellent co-worker service. She sends me helpful emails to help me get my job done. Thank you! – City Employee

Dianne Joye – Excellence (311)

Joye was very helpful and understanding today. Great work at demonstrating empathy and excellence. – Dallas Resident

Ether Yanez – Excellence (Library)

I would like to recognize the excellence of a co-worker. When our staff breakroom kitchen sink started overflowing, Ether and another co-worker immediately jumped in to action to start clearing up until Building Services could arrive. – City Employee



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Montrell Snider – Excellence (311)

Montrell is amazing, he is so helpful and brings attention to so much detail. – City Employee

Rhonda Adams – Excellence (311)

Ms. Rhonda is always assisting when she can. She shares her knowledge and wisdom of 311 with everyone in order for them to continue their duties in an effective manner. Her encouragement and abilities show often, and she is a great person to be around. – City Employee

Kevion Thomas – Empathy (311)

Kevion was great, very helpful, patient and kind! He went above and beyond!" – Dallas Resident

Kevion Thomas - Excellence (311)

Since day one Kevion has been such a great colleague and awesome agent assisting citizens. He has done great work and leads the way for best service. – City Employee

Ruth Copeland – Excellence (311)

Ruth's response was ideal and above and beyond! Great demonstration of Excellence at work! – Dallas Resident

Christopher Joshua – Excellence (311)

Thank you for all your tremendous help with the 311 Training Room phone launch project. Your diligence, hard work, and determination to resolve the plethora of technical issues we encounter, have enabled us to get many tasks accomplished in record time. We would not be as great as we are without you. Your dedication and hard work are greatly appreciated. – City Employees

Kaitlyn Jefferies – Excellence (Library)

Kaitlyn has stepped up in the past two months since we have become short staffed. She is the first to answer the phone, the first to greet patrons when they enter the reading room, and she handles a large number of research requests that we receive in the Texas inbox. She is willing to volunteer to cover someone's shift even when it is inconvenient for her. When our manager was out of the office this week, she stepped up to coordinate a meeting with a potential donor in her place. She is always punctual, courteous and professional. She is a great example of us all, not just this week, but every week. – City Employee

Amber Wells – Empathy (311)

Amber was very, very, very helpful, very patient and a wonderful representative for your services. – Dallas Resident



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Ebony Haggins – Ethics (311)

Ebony was very helpful, professional and ethical. Ebony did a fabulous job. – Dallas Resident

Jacob Wise – Excellence (Library)

I would like to recognize the excellence of a co-worker. When our staff breakroom kitchen sink started overflowing, Jacob and another co-worker immediately jumped in to action to start clearing up until Building Services could arrive. – City Employee

Xavier Martinez – Empathy (311)

This was one of the most efficient and helpful agents that I have ever been able to speak to. – Dallas Resident

Delvin Edwards – Excellence (311)

I just wanted to give a kudos to our new Operations Manager for his outstanding demonstration of Empathy and Ethics while taking over the 311-call center daily operations. His open-door policy for all staff shows his commitment to Excellence and Empathy for our staff. – City Employee

Norma Alvarez – Excellence (Library)

Ms. Norma Alvarez works very hard to ensure district two employees receive the best most current information available for effectiveness and quality leadership development. As a member of our team, she is continually reminded of how smart the people she works with are. She creates the best comfortable content in our district, and its her responsibility to make sure that it delivered in a clam place with the proper amenities, so you can focus on absorbing all knowledge. – City Employee