

City Manager Announces 2009 Customer Service Awards



The 2009 Customer Service Awards were announced by City Manager Maurice Evans on November 17 at an annual customer service event attended by non-union and Department Head personnel. The event also included a presentation by Phil Hedgspeth of SkillQuest International called, "FOCUS - Furnishing our Customers Uncompromised Service."

Nominations for the Outstanding Customer Service Awards were made by fellow employees and Portage residents. The award winners were selected by the City of Portage Customer Service Task Force and City Manager Evans.

Honorable Mention

Selena Rider, Administrative Assistant and Property Appraiser II in the Office of the City Assessor; Jerome Rowland, Assistant Streets Superintendent and Steven Lange, a Police Service Technician each received an Honorable Mention award.

Outstanding Customer Service Award

Streets Superintendent, Michael Wise, was presented with the 2009 Outstanding Customer Service Award. A city employee for 30 years, Mike continually interacts with Portage residents in a professional and courteous manner and provides them with accurate information and progress updates concerning project activity.

Mike was lauded for his efforts to facilitate and conduct the "Big Truck" program at the Portage Public Library. The program provides school-aged children the

opportunity to view and explore heavy-duty streets equipment as well as learn about safety and caution needed around work sites and construction equipment.

Mike was praised by both residents and coworkers alike. Here is what some of them had to say:

- ◆ "What I thought was going to be a battle, Mike made a pleasant and satisfying experience. Bravo to Mike and the City of Portage!"
- ◆ "Mike prides himself on solving citizen concerns."
- ◆ "Mike has a high standard for public service and a well-developed concern for public safety."

The City of Portage congratulates the recipients of the 2009 Customer Service Awards and pledges a continued commitment to providing superior customer service to all residents and customers.



City Manager Evans presents the 2009 Outstanding Customer Service Award to Streets Superintendent, Michael Wise.