



# Annual Customer Service Awards Presented

The 2015 Customer Service Awards were announced by City Manager Larry Shaffer on November 11, 2015 at an annual customer service event attended by City of Portage employees. The event also included a customer service training seminar presented by David DeFord of Fred Pryor Seminars. Nominations for the annual Customer Service Awards were made by Portage residents and city employees. The award winners were selected by the city's Customer Service Task Force and City Manager Larry Shaffer.

## Outstanding Customer Service Award

In her position as Senior Program & Volunteer Coordinator, **Denita Demler** interacts with a steady stream of residents, volunteers and members of the Portage Senior Citizen Center on a daily basis. Denita is characterized as the epitome of friendliness. She makes senior citizens feel welcome, important and needed and she can be counted on to be caring, helpful, happy and smiling. Denita seeks new ideas, plans programs and seems to know the answers to all of the questions that come up. Providing outstanding service is an ongoing, everyday thing with Denita. Several nominations were received highlighting the outstanding customer service that Denita consistently provides in her position at the Portage Senior Citizen Center. These attributes earned Denita the **2015 Outstanding Customer Service Award**.

## Honorable Mention

Park Ranger **Julie Grevenstuk** was recognized by a Portage resident who was injured in a bicycle accident on Westnedge Avenue. The resident noted that not only did Julie stop to render assistance, she immediately took command of the situation; from ice packs and calling for an ambulance to making arrangements for storage of the citizen's bike. Julie's caring demeanor and actions insured that the resident was well cared for. The resident said "your natural talent was evident and Portage is fortunate to have you." Julie was recognized with an **Honorable Mention Award**.

Department of Public Services Laborer, **Bill Miner** was also presented with an **Honorable Mention Award** for the assistance he rendered by identifying and assisting a missing person. Bill (along with OnStaff employee Zach Stoyanoff) spotted the gentleman who fit the description of the missing person and stopped to make contact with him. The gentleman, who had left on foot from his daughter's home and was located nearly four miles away, could not speak English. Bill and Zach utilized language translation technology on a mobile device in order to assist in communication efforts. Contact was then made with the Department of Public Safety staff, who sent officers to assist. The efforts of Bill and Zach ensured that the man was returned safely to his family.

## Teamwork Award

Providing great customer service is not always an individual effort – it takes teamwork. This year, a special award was presented to three individuals representing three different departments who worked together to help a man, who resides in California, restore water service to his rental home he owns in Portage. A special **Teamwork Award** was presented to Deputy Director of Building & Housing Services, **Terry Novak**, Treasury Specialist, **Ingrid McGuire** and Utilities Engineer, **Kendra Gwin**.

This group of employees helped the owner identify the problem, find a local contractor to fix a faulty water pump, receive the appropriate permits, facilitate the necessary payments to the city and even deliver an excavator to the site in order to access the water pipe to identify the issue. "I cannot adequately express how grateful I am to the great team at the City of Portage. I could not have asked for a better group of people to help me achieve my goal. I live in a small town of about 35,000 people in Southern California and firmly believe that I would not have received better service here than I did from my 'second city.' The City of Portage far exceeded my expectations!" This is an excellent example of employees from different departments working together to achieve a common goal...providing quality service to all customers.

City Manager Shaffer said, "The Customer Service Awards represent the values and commitment of the entire City of Portage team. Service is the standard by which we measure performance." The City of Portage congratulates the recipients of the 2015 Customer Service Awards and pledges a continued commitment to providing superior customer service to all residents and customers.



L to R: Julie Grevenstuk, Kendra Gwin, Ingrid McGuire, Bill Miner, Terry Novak and Denita Demler