

## Recognizing an Act of Excellence

From administration to utilities and public works, City of Dearborn employees are committed to excellence in customer service. If you have had contact with a City of Dearborn employee and feel you received service above and beyond the call of duty, commendations are always appreciated. The City of Dearborn is grateful when our constituents take the time to share that a staff member has done an outstanding job.

Please use this form to share about the employee you wish to commend for providing outstanding customer service. This information will be received by the Mayor and Board of Alderman, and any applicable supervisory/managerial department personnel for special recognition.

Employee's Name: \_\_\_\_\_

Please state what transpired that made you want to recognize this employee:

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What customer service standards were demonstrated by this employee's actions? (Please circle the number of as many as applicable.)

1. Maintaining high level of ethical standards
2. Polite, helpful, respectful and understanding at all time.
3. Solving problems and providing accurate information and timely, responsive service.
4. Sensitive to any special needs of residents.
5. Valuing feedback and committing to continuous improvement.
6. Providing excellent customer service to colleagues, which in turn benefits service to the public.
7. Contribution to a sustainable community that meets the needs of current and future generations.

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