

# 2010 Customer Service Awards



The 2010 Customer Service Awards were announced by City Manager Maurice Evans on November 17 at an annual customer service event attended by City of Portage Employees. 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**

Mary Beth Block, Administrative Assistant to the City Manager, and Police Officer Joseph Whisman each received an Honorable Mention award.

## **Outstanding Customer Service Award**

Community Development Specialist, Tom McCoy, was presented with the 2010 Outstanding Customer Service Award. A city employee for nearly ten years, Tom is responsible for administering housing assistance programs offered by the City of Portage. Tom provides homeowners assistance with Emergency Repairs grants, low interest deferred loans to complete housing rehabilitation activities and homebuyer assistance. When presenting Tom with the award, City Manager Evans said, "Tom works with these residents with compassion, patience and empathy, consistently taking extra steps while providing exceptional customer service."

The City of Portage congratulates the recipients of the 2010 Customer Service Awards and pledges a continued commitment to providing superior customer service to all residents and customers.



City Manager Evans (left) presents the 2010 Outstanding Customer Service Award to Tom McCoy, Community Development Specialist.