



City Manager Evans presents Police Officer Craig Begeman with the Outstanding Customer Service Award and Registration and Records Assistant, Barbara Janicke with the Lifetime Achievement Award



2011 Customer Service Awards

The 2011 Customer Service Awards were announced by City Manager Maurice Evans on November 16, 2011 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

Ingrid McGuire, Finance Clerk in the Treasury Office, was recognized by three separate Portage residents and was presented with an Honorable Mention award.

Outstanding Customer Service Award

Police Officer Craig Begeman was presented with the 2011 Outstanding Customer Service Award. Officer Begeman was recently acknowledged by a Portage resident for encouraging her to seek professional help for drug addiction back in 2008. In her letter commending Officer Begeman, the resident said, "People are surprised that a *cop* had such an influence ... in my recovery." This

type of outstanding customer service exemplifies Officer Begeman and the service he provides to the Portage community.

Lifetime Achievement Award

Barbara Janicke, a city employee for more than 30 years, was awarded the City of Portage Customer Service Lifetime Achievement Award. As a Registration and Records Assistant in the Office of the City Clerk, Barb has provided exceptional customer service not only to Portage residents, but also elected officials and other city employees.

The City of Portage congratulates the recipients of the 2011 Customer Service Awards and pledges a continued commitment to providing superior customer service to all residents and customers.

