

# 100 Customer Service Commendations

Meeting Date: July 10, 2008

Subject: 100 Customer Service Commendations

## **Background**

At the July 10, 2008 Commission meeting, Wilson Operator Daniel Lawrence will be in attendance to accept a certificate which will be presented by the Chair for recognition of his individual achievements in customer service excellence.

## **Discussion**

Operator Lawrence has been recognized by numerous customers as an outstanding ambassador whose customer service skills warrant special recognition.

The general consensus from his customers is that Daniel is a person who demonstrates a true and positive commitment to his job as a Transit Operator. He consistently goes above and beyond to meet the needs of his customers whenever possible and is simply an outstanding individual who brings pride to the Commission in the performance of his duties.

June 20, 2008

5.18