TEAM OF THE QUARTER

Pictured with KyuJung Whang are Marcela Frink, Joe Remillard, Ed LoPresti, LuAnne Stockdale, and Jean Curran. Absent is Peggy Emerson.

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The Customer Service team Joe Remillard, Ed LoPresti, LuAnne Stockdale, Jean Curran and Peggy Emerson are always helpful, efficient, and courteous through the daily barrage of key requests, phone calls and questions.

Even though they are constantly multi-tasking, while on the phones, and with customers at the counter, they always make you feel welcome and feel like you’re the only one there asking for assistance. Their interactions with customers aren’t managed on calendars like it is for most us; they have non-stop “meetings” all day long. Their phones never stop ringing, people are constantly at the counter, a swinging door of mail and FedEx carriers and visitors. They are efficient and thorough - responding in a better-than-timely manner said Marcela Frink, they go the extra steps to see her requests are handled and provide follow up too!

Their job is not an easy one, but they do it with ease, skill and always with a good attitude, how many offices dress up like they are on a beach somewhere or the Land of Oz or in Andy’s room, or last year Alice’s Wonderland and why do they do it? It is for all of us who pass by every day, to make us smile!

On these days nothing spreads through the building as fast as “Have you been down to Customer Service yet today? You have to go see their office....”

Also like the other nomination this quarter, Customer Service was mentioned as a key factor for the success of the power outage recovery by having staff report to work to answer phones to relieve EMCS who could then focus on responding to the alarms and the work they needed to.