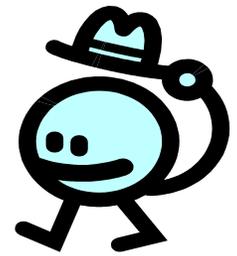




Shorewood Insider— APRIL—AUGUST 2016



Kudos Korner

Congratulations again! Our customers do notice our efforts. Some even go so far as to let us know how much they appreciate how we carry out our work. And sometimes they even thank the elected officials.

KUDOS TO: Judy Kaiser, Crystal Kopydlowski, Russ Falkowski, Monica Merkel, and the Customer Service staff.

Following are a few comments received from our customers:

April 2016

Summary of a letter from a longtime Shorewood resident and community theatre group member. The resident is part of an Irish arts group who was hosting an international acting Irish theatre festival. One of the acts was in need of "tree stumps" as a prop for their production.

The resident contacted the DPW in hopes that they would point her in the right direction. She was referred to Judy Kaiser in our Forestry Department and Judy responded within an hour. She described this as the first of many amazing events.

Judy told the resident that there were a number of tree pieces in the yard . . . and offered to have something cut to the sizes we needed. The resident emailed Judy a photo of the logs from the group's plans. Within 10 minutes she phoned to say she could accommodate our request.

When the resident went to pick up the logs, one needed to be cut down about 6 inches. Staff cut it down and loaded the logs into her car. Needless to say, she was amazed again .

In closing " can't say thank you enough! Every instance of contact w/DPW she has been treated with respect ...by people who take pride in their work for the village.

Kudos to all of DPW, especially to Judy. Shorewood really is the best place to be."

A comment from a frustrated resident : ". . .In closing, I would like to thank Diane ... for her patience while trying to help me out on the phone when I called her. She was very understanding and helpful."

Bill C., Frustrated New Resident

Pam K.

May 2016

"I just want to let you know what an industrious and positive worker Russ is. He's responsive and always works with a smile. I've mentioned building issues to him in passing, and he always takes the time to stop and listen and answer my questions if he can. If he doesn't know an answer, he pokes around and finds the answer and tells me right away. He truly cares about the building and how it's perceived by the residents that use it. And his internal customer skills are stellar.

I'm sure you know he's a gem."

Rachel C. Library Director

June 2016

"I truly appreciate calling PDD and talking with Crystal when scheduling my inspections. Crystal is very competent! It is refreshing and such a relief."

Jessica, owner Milestone Plumbing

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CONGRATULATIONS to:

Courtney Churchill on the birth of her son, SAWYER, on May 12.

Scott Bohm on his retirement after 25 years of service

KUDOS

July 2016

Notecard from a resident to Customer Service regarding a strobe light on a TV tower flashing into their home:

“Thank you all for helping us get to the bottom/top of the white blinking strobe issue from the TV 10 tower.

Without your assistance it would have taken us weeks to contact the correct people and get the issued resolved (light repositioned to correct angle).

What a relief to no longer be harassed by the strobe. Thank you all.”

Patty K.

Shorewood resident

Kudos to Monica from Leeann “for remaining ‘gracious under fire’. Even though the resident was extremely rude, Monica remained very polite and gracious as she explained the Saturday compact hours and the special collections process for disposing of large items. Monica even remained gracious when the person had to return the next day to schedule a special collection.”

Leeann B.



CUSTOMER SERVICE



A friendly reminder, that customer service basics really work. Here’s what our Code Enforcement Inspector, Tim Koepp, was told

after he asked ONE very basic question.

Tim was helping a man from Milestone Plumbing schedule a final inspection. Aft the end of the conversation, the caller shared the following information with him.

“I’m elated that the Village offers the fillable PDF permit forms online.”

In response Tim told the caller “that Shorewood also offers on-line payment.”

The caller responded “you are really ahead of all other municipalities, because I don’t know of any other community that even offers this as an option. I really love what the Village has done. It makes my life so much easier.”

What simple question did Tim ask? Before concluding his call, Tim asked: “Is there anything else I can help you with today?” The caller then volunteered his thoughts about the online payment program.

The lesson: This very simple customer service “basic” really works. He now keeps that phrase on his monitor as a reminder.

EMPLOYEE NEWS

The Village of Shorewood would like to welcome our new employees. They are:

- Kevin Ark, DPW
- Jacob Best, DPW
- Randall Kelley, DPW

Congratulations to the nine (9) employees who were recognized for reaching milestone years of service at the annual Employee Service Award and Recognition Luncheon on Tuesday, August 16.

They are:

- ◆ Kevin Carini, PD, 20 years
- ◆ Terry Nowak, DPW, 15 years
- ◆ John Schaal, PD, 15 years
- ◆ Angela Andre, Library, 10 years
- ◆ Jaqueline Beard, PD, 10 years
- ◆ Dan Holt, Library, 10 years
- ◆ Ericka Lang, PD&D, 10 years
- ◆ Kate Strattner, Library, 5 years
- ◆ Jarrett Strohm, Library, 5 years

“Thank you” to all employees for the exceptional service you provide to the residents of Shorewood. Your hard work and dedication to service is noted and greatly appreciated.”

“Thank you” to our 12 summer staff who helped keep our village beautiful.

Employee Events



Actual dates will be announced later:

- ◆ September 2016—2nd Annual Obstacle Course—Look for more details.
- ◆ December 2016— 8th Annual Chili Cook Off—TBD

Thank YOU!