



Kudos Korner

Here are some great customer feedback stories worth sharing:

I've taught customer service for 30 years and I will say you and your Planning & Development Department are awesome.

Susan Rohde

Weeks back I came into the library while interested in pursuing a professional basketball career in Europe. Your employee Lisa was helped me find the resources I needed to make it happen. This week, I got accepted to a camp in Spain and came in just to thank Lisa again for all of her help!

Unknown Library Patron

The Planning & Development department has exceeded every expectation while we've upgraded systems in our "new" old house. Every person in the office has been accessible and re-

sponsive. Specifically, Justin has been creative, consultative and more like a partner on our project than an enforcer.

Village Facebook Post

I love how beautiful Judy and the DPW keeps our Village!

Donna Whittle
(Keep Shorewood Beautiful Facebook)

I just wanted to take a moment to thank you for the manpower you have been providing to clean up the trash people leave behind near the park.

Sal & June Terrasi

I submitted a block party application and Teri noticed I forgot to include a rain date. She was kind enough to let all departments involved know via email so I didn't have to fill out

another form. She's the best!

Francis Vogel

My kids love playing in the Library's Early Learning Center. I use the early literacy calendar every day at my day care. Thanks Heide for making the kids area all that it is and bringing so much passion to early literacy.

Unknown Library Patron

David, It was a pleasure meeting you today. The Planning & Development at Shorewood is one if not the most helpful, pleasant ones I've visited. Thank you all for that.

Hanna Scheid
Pure Mechanical, LLC

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THIS ISSUE'S CUSTOMER SERVICE TIP:

When on the phone, it's better to say "Is there anything else I can do for you?" rather than "No problem". The latter implies their phone call was a problem in the first place and can create a negative feeling.

OPEN ENROLLMENT

Open enrollment is set to begin in October this year.

This is your opportunity, if eligible, to make changes to your benefit selections.

New for this year, the Village is offering a high-deductible health insurance plan to go with the traditional plan. Other Village benefits include dental, vision, voluntary deferred compensation plans and life insurance.

Be on the look out for communication from Tyler regarding the Open Enrollment period and feel free to contact him if you have any questions.

WELLNESS SCORECARDS

Are due October 15th for those employees that currently or would like to participate in the Village Wellness for 2018. Please turn the form and materials to Tyler.

EMPLOYEE NEWS

The only constant is change ... with that in mind, below are some notable employee arrivals and departures:

- ◆ Tanya O'Malley left her position as Clerk/Treasurer for a similar position with the Village of McFarland.
- ◆ Ericka Lang left her position as Planning & Development administrator to take the position of the Director of Shorewood Business Improvement District.
- ◆ Larry Arft, the Interim Village Manager, will be leaving his post in November. Thanks Larry for your service during this transition period.
- ◆ Welcome to our new Village Manager, Rebecca Ewald will be starting in November. Stop by and introduce yourself.

NEW INTRANET!

The Website Committee has been hard at work re-designing the Village Intranet to make it more user-friendly and provide easier access to needed information. Some highlights include:

- ◆ A username and password is no longer required to access the intranet.
- ◆ A link to access Village email outside of work.
- ◆ A new-look phone directory for all Village extensions.
- ◆ Links to helpful HR, Customer Service, Lean and Wellness Information.
- ◆ A space to provide department-specific updates and showcase employee events.
- ◆ Electronic versions of previous issues of Shorewood Insiders.

When you have a moment, scroll down the Village homepage and click the "tree" logo on the bottom!

Employee Events



September 29, 2017—2nd Annual Obstacle Course

September 23, 2017—2nd Annual Employee Volunteer Event w/Pathfinders Milwaukee

October 2017—Open Enrollment begins

December 2017- Annual Chili CookOff

**A BIG "THANK YOU!"
TO ALL THE SEASONAL
EMPLOYEES! YOUR
HARD WORK KEPT THE
VILLAGE BEAUTIFUL
AND YOUR DEDICATION
IS VERY MUCH APPRE-
CIATED!**