



# You were caught in the act...

I \_\_\_\_\_, on the \_\_\_\_ day of \_\_\_\_\_

caught \_\_\_\_\_

doing the following:

☆ Giving exceptional service

☆ Being wonderfully pleasant

☆ Being extremely courteous

☆ Being very knowledgeable

☆ Acting very helpful

☆ Another cool thing explained below:

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*Exceeding Expectations!*



*Please submit this card to the Human Resources Department.  
This card is also available in electronic format on the City's web-  
site. Just look for the "Customer Service Week" tab.*

*Every customer, every time!*