

New Hanover County Customer Service Committee Meeting Notes - 3/7/2007

Members in Attendance:

Tracy Dawson	Dennis Ihnat	Jennifer Hardison
Melissa Hight	Jane O'Brien	Leslie Stanfield
Latashia Smith	Diane Morgan	Andre' Mallette
Christine McNamee	Bob Glasgow	

Summary:

- Discussed ATM at Government Center. Spectrum Merchant Services is the only business that responded to RFP and Purchasing is negotiating contract, including a lower service fee. Discussed the high volume of visitors at the Government Center and the various transactions that require cash. Many banks may be unaware of the numerous departments that are now at the NHCGC and the thousands of visitors received on a monthly basis. Bob Glasgow and Dennis Ihnat will contact Financial Institutions.
- Dennis is meeting with vendors to obtain quotes for installation of audio equipment to provide music in the corridors.
- Briefly discussed Coffee Kiosk. The cost is being paid by the vendor and it should be operational by mid April.
- Discussed Service in Action Gallery. Idea has evolved from printing out large format pictures, to a large, flat panel screen that can be hooked up to a PC. It would be held with security brackets and possibly have interactive buttons to play different "programs." Benefits are a more high tech feel, flexibility of use and decreased long term cost. In addition to providing an electronic photo gallery of employees at work, it could also serve as a television to broadcast NHC TV, the County Commissioner's Meetings and Election results. It can also be used to present slideshows of employees and show the videos Mark Boyer is putting together of the different Departments. We could also stream videos on webpage for offsite employs.

The purpose of The Service in Action Gallery:

- Recognize Employees
 - Show that there are many people doing county work, i.e. friends, neighbors that citizens don't see.
 - Peer recognition
- Continued discussion of Employee Recognition Program. Viewed a draft of award including selection process, award criteria and potential awards. Ideas proposed by CSC include:
 - Suggested giving a certificate of recognition to all employees nominated.

- Suggested smaller award for monthly or quarterly recognition and larger award for annual honor.
 - If you want it to be special, may not want to make award too frequent.
 - Anyone can nominate an employee, and nomination would go straight to Customer Service Committee. Committee would then send nomination to nominee's supervisor for review and comments. This would help prevent any hard feelings if Supervisor does not feel nominee deserves award.
 - Nomination forms would need to be in print, as well as electronic.
 - Winners throughout the year would be eligible for annual award
 - Any full or part-time employee would be eligible for award
- Discussed kicking off Employee Recognition Awards during County Government Week. Will continue discussion at next meeting

Next Meeting:

Date: 3/21/2007

Time: 3:00 PM

Place: NHC Government Center, Finance Room #500

Topics: Service in Action Gallery, Employee Recognition Program, Customer Service Initiative, everyday customer service experiences, changing meeting time and location (Agenda will be sent prior to next meeting)