

Spirit Award Nomination form: Date: 04/20/11

Employee's Name: Teresa Martin

Dept. G.A.C.

Nominator's Name: Debbie Powers

Service Excellence:

Teresa is very concerned about serving our members, she is always very considerate of their feelings and displays respect when listening to understand their needs. She takes the time to get to know the members on a name basis and their families. Teresa has a very friendly smile and loves people and it shows. That may seem like a small thing, but a smile can go a long ways. I have members of the Club like Mr. Hardin, Mr. Douglass, Francis Haynes and many others comment at the front counter all the time about Teresa and how everyone should be as friendly and happy as she is.

A+ Results:

Teresa looks at all aspects of a situation and handles as much as the front counter as policy and procedures allow her, and when she can't she follows up with the correct manger to assure member satisfaction.

Initiative:

Teresa goes the extra mile for the members anyway she can. She is always ready to step in and help without hesitation. We have a Silver Sneakers program that we are involved in for members with insurance that will pay for their memberships. Teresa took the initiative to work with this group of individuals for enrolling and tracking their records and reports for Healthway's that pays the membership dues for those members.

Innovative:

Teresa is very good at offering suggestions when we are looking for ways to improve our software or make changes in our services to the members. The Club has been through many changes over the last few years and she has been a team player when it comes to adapting to change.

Teamwork:

Last winter we had a member have a heart attack in the building one morning early. Teresa was working the front counter that morning, there was no manager on duty at the time when she was approached about a man sloped over in a chair in the coffee area. But with the help and quick thinking and teamwork of the members, David Allen one of our personal trainers, and others , between use of the AED Machine and CPR, and staying on the phone with 911 giving directions, they worked as a team to keep him breathing until paramedics could arrive. This man was saved as a result of their quick thinking and teamwork.

The Club is working on offering Excellence in Customer Service everyday and I believe Teresa is very sincere with her customer service. For this reason I would like to recognize Teresa for the Spirit Award nomination.