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SEP 12 2011  
CITY OF GERMANTOWN

To: Spirit Award Committee

From: Jamie White, Grounds Superintendent

Date: 8/10/2011

Nominated Employee: James Poole

### Spirit Award

Mr. James Poole is our Athletics Crew Supervisor and has been nominated for the SPIRIT Award because of the pride he puts into his work and the motivation and professional example he sets for his 5 man crew to make the Athletic Department the benchmark for all municipalities and sports programs. He works tirelessly to keep the athletic field conditions safe and playable and to reflect Germantown's high performance standards and core values. His 28 years of experience with the City affirms his dedication and unselfish commitment to support and meet all the criteria of the SPIRIT Award requirements.

#### Service Excellence

Mr. Poole's attitude toward his responsibilities is model that needs to be duplicated by everyone. When times get demanding, James will step up to the plate and get the job done without ever complaining about personnel, weather conditions, or hard to satisfy customers. The job will always be done in a timely and professional manner without exception or difficulty of the challenge. James' expertise and knowledge of the athletics' seasonal plans and schedules impact the City greatly through customers' expectations and by having each sport's needs and specifications ready on opening day to provide the customers with 100% satisfaction.

#### Produce A+ Results

James works hard keeping all the many sports organizations satisfied with superior field conditions and landscape. He will accommodate any request if at all possible considering staffing and budgetary constraints. If we have the necessary budget and resources the requests will be addressed as soon as time is made available. Through the busy season if a request comes in James will often send his crews out to do the daily routine work while he works by his self to satisfy the request.

#### Initiative

James is an employee that wants to provide a quality service to all his internal and external customers. He is constantly looking for ways to make improvements to field conditions and surrounding infrastructures. James is the type of person that completes each job to the best of his ability and moves on to tackle other task. He is not a procrastinator and if something needs to be done he will get it done immediately after the service request is brought to his attention.

#### Responsible

James has a great attitude, loves his job, patient and respectful to his coworkers and customers that he comes in contact with. He provides information to his workers, supervisors and customers respectfully and honestly regarding field closures, always doing all that is possible to make them playable.

### Innovative

James is open-minded and receptive to try new technology or ideas. He is always looking to improve the quality and effectiveness of challenges with respect to city policies and customer satisfaction. James is not one to wait for someone to tell him to do something. His proactive approach is to go out and look for potential problems and complaints and solve them before noticed by others.

### Teamwork

James' long tenure working with the City has exposed him to many different challenges and subsequent solutions that are performed by the Public Services Department. He has the knowledge to instruct others on what needs to be done and can explain the best methods for the best results. Taking the lead role is one way James provides as a team. He also provides hands on labor, more occasions than not, to complete tasks the most efficient way.

### Quotes from letters of appreciation

To the Mayor, "I would not trade our experiences there, Cameron Brown/Bob Hailey Baseball complexes, this season for anything". From Amy Shoaf -baseball parent.

To the Maintenance Crew, (Houston Levee Softball) "I would like to tell u thanks for having the field n great shape last night. Maybe the best it's ever been. Keep it up" from Butch Jones.

To the Maintenance Crew,

"Our boys have traveled over a three state area this year (Top Name Programs at Louisiana, Alabama, and East Tennessee) few to none will argue with me when I say our natural fields are the best we have played on." Bobby Critselious Houston Lacrosse Boy's Varsity/JV President (Lacrosse Fields at Johnson Road).