

SPIRIT Nomination for Joyce "Fannie" Matthews
By Michele Betty
November 1, 2011

Service Excellence- Joyce Matthews has been employed with the City of Germantown since July 1997. She is a Senior Building Service Worker in the Building Maintenance division. The cleanliness of Administration's offices is a reflection of Joyce's hard work, dependability and desire to meet the needs of the organization.

Producing A+ Results- It is the attention to detail that makes our Municipal Center an attractive building in which to visit and work. Often times visitors to Administration comment on our clean and attractive environment. This would not be possible without hard work from staff like Joyce.

Initiative – Joyce's attention to detail reflects her work ethic. Many times I have asked Joyce for help when I am setting up a breakfast or lunch meeting for Mayor Goldsworthy. All of these meetings include guests from outside our organization such as suburban mayors, senators and representatives, or local business executives. Joyce makes sure the conference room is spotless and supplies are at hand.

Responsible – If I ask Joyce to help me with a task I can count on it being completed correctly and on time.

Innovative – Whenever I am considering the best way to set up for a meeting Joyce will make suggestions on how she can help or another way to complete a task.

Teamwork- Joyce is a team player. Joyce is always available to assist her fellow employees and strives to exceed the expectations of City employees and the general public who utilize City facilities. She never complains about helping me, even at the last minute. Joyce never says "not my job" or "I don't have time to help" or "why are you waiting until now to ask".