

DATE: September 29, 2014

Attention: SPIRIT Award Committee

Ref: SPIRIT Award Nomination

To whom it may concern:

I would like to nominate Ruby Lake (i.e. "Ms. Ruby") for the SPIRIT Award. There is not a day that goes by in which Ms. Ruby is not a perfect representation of the City of Germantown's SPIRIT.

In the category of Service Excellence, Ms. Ruby is always working to make sure the facilities throughout the city are not only clean, but up to the high standards the citizens expectations. In our office it is obvious if Ms. Ruby took a day off as the standard of perfection is not met.

In the category of Produce A+ Results, Ms. Ruby not only maintains excellent cleanliness standards, but she does so in a well managed time frame and always with a positive attitude. Ms. Ruby is also incredibly prompt in responding to requests for services, regardless of regularly schedule maintenance. She gets what she has to get done accomplished and will make time to take care of any extra requests.

In the category of Takes Initiative, Ms. Ruby will see a need for her services and do whatever task is necessary without being asked. For example, if our office trash pick-up is on Monday and Thursday, but she sees that the trash can is full, or close to full, on Tuesday, Ms. Ruby will go ahead and empty the trash so that the facility is clean for both the employees and the public who will be in the area.

In the category of Responsible, Ms. Ruby is one of the most dependable city employees. She works very hard, and in the incredibly rare event that she "missed a spot" Ms. Ruby will admit her mistake and correct it immediately. Ms. Ruby is also very good at warning people of possible hazards, such as wet floors after she mops, and she maintains the professional standards of placing the warning placards and or signs out where people can see them without tripping over them. Ms. Ruby also does a great deal of work with the juvenile offenders who have to perform community service. Ms. Ruby oversees their service hours when they are assigned to cleaning and she makes sure that they do not do a sub-standard job with the tasks they are assigned. She will also have them correct their poor performance if need be by having them re-do their assigned task until it is done correctly.

In the category of Innovative, Ms. Ruby lucks out in that her profession does not require a great deal of modification as to how things are done. Ms. Ruby is an intelligent woman who thinks quickly on her feet when necessary.

In the category of Teamwork, Ms. Ruby is awesome! She works well on her own, but recognizes that she is part of a larger "machine" so to speak, and that the work she does helps those she works with to better maintain the overall cleanliness and comfort of the facilities they maintain. She can work with a partner just as efficiently as she does solo, and she does a great job assisting Germantown Juvenile Court

with supervising the community service for some of the juvenile offenders. Ms. Ruby is always willing to lend a helping hand. Ms. Ruby is one of the “captains” of the building maintenance team!

I hope that this nomination meets with the committee’s approval. I can think of no one more deserving of this award than Ruby Lake. Every morning that I see her she is hard at work, and anytime someone asks her how she is doing or how her day is she always has a positive reply. She is a wonderful person and a fabulous employee, and Ms. Ruby has earned recognition for all of her efforts.

Sincerely,

A. Janelli

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Germantown Police