



NOMINATION FOR OUTSTANDING PERFORMANCE AWARD

The Outstanding Performance Award Program provides an opportunity to honor General Employees who are outstanding contributors to the organization

Employee Name: Trudi Foster

Job Title: Senior Public Service Specialist

Department/Division: Public Service

I hereby nominate Trudi Foster for the Outstanding Performance Award for the reasons stated below:

It is with great appreciation that I nominate Trudi Foster for Employee of the Month. Trudi exemplifies the City's core values of customer service, collaboration, and transparency in every aspect of her work.

Trudi consistently demonstrates exceptional customer service through her empathy, professionalism, and ability to de-escalate challenging situations. One notable example involved an upset customer at City Hall. Trudi calmly invited the customer to a private conference room, offered water, and took the time to listen and review the customer's account details thoroughly. Her respectful and patient approach turned a tense encounter into a positive experience, leaving the customer feeling valued and understood.

Her collaborative spirit is evident in her ongoing support for colleagues across multiple locations. Trudi frequently assists cashiers, phone representatives and provides remote guidance to our offsite locations. Recently, she volunteered to travel to New River to provide training and support to assist for smooth operations after an unexpected vacancy occurred.

Trudi also embodies transparency through open communication and reliability. She consistently shares information and best practices with peers and supervisors, ensuring clarity and alignment within the team. Her dependable nature and positive attitude foster trust and strengthen our department's commitment to excellence.

Through her outstanding customer service, collaborative leadership, and transparent communication, Trudi Foster continues to make a meaningful impact on both her team and the customers we service. For these reasons I enthusiastically nominate Trudi Foster for Employee of the Month.



Name and Signature of Nominator

10-17-2025

Date



Name and Signature of Director

10/22/25

Date