

11/2/2018

Nomination for Lynn Schwartz for Employee of the Month

I would like to nominate Lynn Schwartz as Employee of the Month. Lynn has been dedicated 32 years to the city. Lynn currently works in Microfilm providing customers with valuable plans required to process there permits. At times, many residents/customers do not know what they are looking for and due to Lynn's expertise she is able to guide them through the process. She gives excellent customer service and is always willing to learn new task to assist the department when needed. I have attached a customer praising Lynn's amazing customer service skills.

It is not only her customer service skills that amaze me but she always makes the extra effort to help our division when we have limited staffing. Currently Lynn has been learning cashiering and she has truly excelled. Learning anything new is daunting but Lynn comes in every time with a can do attitude.

Lynn has faced many obstacles during her time at the City but she has never allowed that to affect her work. She is a vital person in our department and essential to the City.

I would like to recognize her dedication to not only her department but to the city.

Liguori, Desiree

From: Iglesias, Peter
Sent: Tuesday, October 02, 2018 1:22 PM
To: Schwartz, Lynn
Cc: Cabrera, Suramy; Liguori, Desiree
Subject: Re: Letter from resident

Lynn,
Of course I will. Thank you for being so helpful to our residents. This is the type of customer service that adds value to our City and promotes your Department.
Great work.

Peter J. Iglesias, PE
City Manager

Sent from my iPhone

On Oct 2, 2018, at 1:03 PM, Schwartz, Lynn <lschwartz@coralgables.com> wrote:

Hello Peter,

The below letter was copied to me, but sent to you.
On the 27th... Can you please forward it to Suramy and Desiree for my personnel file?

Thank You,

Lynn Schwartz

Development Services
Plans Coordinator Asst. "Records"
405 Biltmore Way Coral Gables FL, 33134
p# 305-460-5262 / f# 305-476-7221

<image001.png>

From: Jonathan Jurist [<mailto:jmjurist60@gmail.com>]
Sent: Thursday, September 27, 2018 3:58 PM
To: Schwartz, Lynn
Subject: Sent today

Jonathan Jurist <jmjurist60@gmail.com>
2:57 PM (58 minutes ago)

 to piglesias

 to piglesias



Mr. Igelsias-

As a new owner of Coral Gables real estate, I'm sure you can imagine some of the challenges trying to navigate refurbishing older structures. I want to let you know that Lynn Schwartz, in the Building department, has been not only helpful, but has given excellent service and guidance through some of these processes. Her knowledge of the various steps in going from idea to permitted project are intelligent and well-spoken, and her attitude is reflective of what I'm sure you'd like to see in all City employees.

I'm the kind of person that deals with dozens of customer service folks a week, and always wants to sing the praises of any that stand out, as they make all our lives better.

Have a great day.

Jonathan Jurist
(484) 919-4237