



City of Coral Gables
CITY COMMISSION MEETING
March 26, 2019

ITEM TITLE:

Congratulations to Wilma Yhuit who holds the title Plans Coordinator Assistant, recipient of the "Employee of the Month Award," for the month of April, 2019.

BRIEF HISTORY:

The nomination was submitted by a resident who stated the following:

"I have lived in the City since 1996 and in my regular dealings with City employees I have found them to be typically cordial and service-oriented. However, Ms. Yhuit has taken the meaning of service and client assistance to a higher level.

I recently purchased a home in Snapper Creek and needed the City's microfilm records relating to my property. Towards this end we (my niece Samantha and I) contacted the City and Ms. Yhuit was the person tasked with helping us achieve our goal.

Since our first contact she demonstrated a responsiveness and accessibility that went beyond what would be normally expected. Ms. Yhuit assisted us enormously by volunteering to provide all the information in the most efficient and less disruptive manner for all.

She was able to accomplish that the pdf files requested were provided without us physically having to go and retrieve them. This was done by her separating the data into 4 to 5 emails that would accommodate the large files and allow them to be electronically delivered to my server.

This showed great competency, dedication and persistence on her part as it took her a few emails to get them all properly delivered. This also saved us all a lot of time and avoided us having to make trips to City hall.

Since neither Samantha nor I had any dealings with Ms. Yhuit prior to this, we must assume that she strives her best to comply with all the citizens' requests she addresses in her normal scope of activities. Please consider her for the recognition she deserves as she should serve as an example to others to perform similarly."

ATTACHMENT(S):

- 1. Employee of the Month Notification Letter**