

Team Topics - June 2021

SERVICE EXCELLENCE - Communication

Here are some past MVPs dealing with the fifth PROACTIVE principle.



A customer came in upset over his account and wanted to change his auto draft. He didn't have the necessary documentation but instead of telling him to get what he needed and to come back, Emily Klumpp took the time to help him register for the customer payment portal and walked him through what he would need to do to set up auto pay on there.

Matthew Herman consistently takes the time to recognize his co-workers when they go above and beyond their job duties. Many employees have never written an MVP, so I really appreciate those who do. Thanks, Matthew, for taking this employee perk seriously and being part of the Team.

From start to finish, Tyler Morrow and Susan Frady were nothing but true professionals. Tyler and Susan were not only courteous, but they were eager and willing to go the extra mile to help get us ready to present to city council and demonstrated a wealth of knowledge and skills that were comforting for someone who was pitching their business idea. The City of Hendersonville should be proud to have dedicated individuals such as Tyler and Susan representing the City from a business owners' standpoint. (from a new business owner.)

During a Downtown protest, Jay Heatherly provided additional information to the Unified Command via drone. He spoke with a friend that owns a business downtown and used his rooftop to fly the City's drone and his own personal drone. The ability to have real time, actionable intelligence during this event, contributed to the overall success. Additionally, it was 86 degrees and he remained on the rooftop for an extended period. He had a positive outlook the entire time.

SAFETY - Working in the heat



Protect yourself from too much sun: Wear a hat and light-colored long-sleeved shirts and pants. Put on sunscreen before going out and re-apply it often. Wear sunglasses to protect your eyes.

Stay cool in the heat: Wear 'breathable' cotton fabrics. Drink LOTS of fluids, at least a cup every half hour when it's really hot. Alternate between water and sports drinks. Avoid alcohol and caffeine as they dry you out. Eat hydrating snacks such as fruits (watermelon, cantaloupe, strawberries), vegetables (baby carrots, lettuce, cucumbers), yogurt, applesauce, jello and smoothies.

Pay attention to signs of heat exhaustion such as nausea, dizziness, headache, blurred vision, cold/wet (clammy) grayish skin or disorientation.

Watch for signs of heat stroke, it can kill you. Symptoms are chills, irritability and restlessness, convulsions or rapid shallow breathing, disorientation or euphoria, red face and skin, dry skin, and fainting. Get help if you think you or a co-worker have heat exhaustion or stroke. Call 911 if it seems serious.

If you believe either heat exhaustion or heat stroke may be happening to you or a co-worker, move out of the heat, lie on your back with your feet up, cool down with the help of wet cloths, alcohol wipes or immersion into tepid water, drink water or sports drink. And get rest, recovery may take days

If coming off vacation, don't push too hard. Your time relaxing has diminished your ability to work as hard as you did prior to your trip. The same goes for any new employee - don't push until they get used to the heat.

