



**FOR IMMEDIATE RELEASE  
OFFICE OF THE CITY MANAGER  
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**City Employees Receive Top Marks**

Steamboat Springs, Colorado—City employees received high marks from the Chamber’s “Spurs on Service” secret shopping experience. Anna Daniels, Utility Billing Clerk, Kim White, City Hall Receptionist, and Tori Hornor, Recreation Staff Assistant, provided great customer service to the “secret shopper” who visited the individual City offices.

Anna and Kim received an “Excellent” score in 15 of the 18 categories and “Good” in the other 3. Tori received an “Excellent” in all categories. Emphasizing the importance of customer service, the secret shopper was looking for a friendly welcome, good eye contact, knowledgeable about the service they provide, and knowledgeable about the City, community, types of restaurants, and various ways to get more information about their visit in Steamboat, i.e., Visitors’ Guide, Dining Guide etc. The shopper was also looking to see if the employee displayed a sense of teamwork and unity amongst the staff, if they listened attentively to the shopper’s needs or questions, showed a positive approach to their work, and displayed an eagerness to help ensure an enjoyable experience.

The “shopper” for City Hall noted that he/she had a “very positive service experience – worked as a team to meet all needs of visitors to City offices. Displayed respect for all customers.” The “shopper” for the Parks and Rec. front desk called about summer camp programs and noted “very knowledgeable and happy to help. I asked at least a dozen detailed questions and all were answered with extra details she thought I should know and offered extra information that I would need to know for signing up. Very helpful.”

The City commends Anna, Kim, and Tori for their great customer service and positive work ethic.

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