



**FOR IMMEDIATE RELEASE
OFFICE OF THE CITY MANAGER
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City Earns Highest Award

Steamboat Springs, Colorado—The Steamboat Springs Chamber Resort Association has awarded the City of Steamboat Springs the highest award of a Four Spur Certification through their Spurs on Service hospitality program.

The Spurs Certification included an analysis of the procedures listed in the City's application, the City's customer training efforts, and the secret shopping scores. Three staff members, who were involved in the "secret shopper" experience, showed outstanding customer service qualities such as friendliness, experience, professionalism, knowledge of community, and helpfulness. "We are thrilled to receive this award as it shows the City's dedication to quality customer service," Deputy City Manager Wendy DuBord acknowledged. "The application process, as well as the secret shopper portion, was quite extensive and we are very proud of this accomplishment."

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