



BOARD OF SUPERVISORS

RESOLUTION

Resolution No.: 24-344

Adopt a resolution honoring Employees Customer Service Week providing quality Customer Service..... )

WHEREAS, the County of Monterey (County) is observing its fifth annual Customer Service Week – a celebration proclaimed in 1992 as the first full week of October by the U.S. Congress;

WHEREAS, Customer Service Week “Above and Beyond 2024” will be celebrated from October 7<sup>th</sup> through 11<sup>th</sup>, 2024; and

WHEREAS, County employees continuously perform above and beyond, providing exemplary service to the people of the County of Monterey; and

WHEREAS, County employees are strategic in anticipating and addressing customers’ needs and steadfast in their efforts to deliver services while identifying and analyzing challenges that may be internal and/or external to the organization, such as limited resources, natural disasters, and socio-political and economic issues; and

WHEREAS, County employees accomplish their duties above and beyond to satisfy their customers by being responsive, knowledgeable, compassionate and courteous; and

WHEREAS, County leadership extends sincere gratitude to its employees for providing superior service above and beyond to internal and external customers; and

NOW, THEREFORE BE IT RESOLVED, that the Board of Supervisors in and for the County of Monterey hereby recognizes and commends the County workforce for their exemplary and outstanding service not only during Customer Service Week but throughout the entire year.

BE IT FURTHER RESOLVED, that the Board of Supervisors in and for the County of Monterey hereby acknowledges County employees for their exceptional efforts in meeting and surpassing the needs and expectations of the people of the County of Monterey, and expresses gratitude to the County workforce who have and continue to provide steadfast service.

PASSED AND ADOPTED on this 8<sup>th</sup> day of October 2024



Chair Supervisor Glenn Church

Vice Chair Supervisor Paris Lopez

Supervisor Luis Alejo

Supervisor Wendy Root Askew

Supervisor Mary L. Adams