Collin County
Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Maureen Metcalf

Honoree's Job Title: Administrative Secretary

Department: Texas A&M AgriLife Extension Service

Years of Service with the County: 3

Why the Honoree is receiving a GEM Award including dates:

Maureen provides excellent customer service. Because of the extensive renovation at the Health Care Annex, many residents looking for the Health Dept come into our lobby. Maureen always directs them to the appropriate door with courtesy & respect. In order to keep residents' frustration levels to a minimum, she has posted signs in English & Spanish on our front doors. She also directs residents looking for ~~the~~ the Fire Marshall & Development Services, which used to be located in our building.

Approved by elected official or department head on the 27 day of August, 2014

Carrie T Brazeal
Signature of Elected Official
or Department Head

Carrie T Brazeal
Printed Name