

Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: A l e x i s R o d r i g u e z

Honoree's Job Title: P a s s p o r t C l e r k

Department: D i s t r i c t C l e r k P a s s p o r t O f f i c e

Years of Service with the County: 6 m o n t h s

Why the Honoree is receiving a GEM Award including dates:

I would like to nominate Alexis Rodriguez for a GEM Award in recognition of the outstanding customer service she provided to a family during their recent passport appointments.

The customers arrived for their appointments presenting the statement of consent forms as their applications when they should have provided the DS-11 Application for all 3 children. They had arrived late for their appointment and they needed to fill out 3 DS-11 applications for each children, this situation could have easily become frustrating for both the customers and the agent.

Rather than simply turning the customers away or allowing the situation to become overwhelming, Alexis demonstrated exceptional patience, professionalism, and commitment to helping the family. We advised the parents that, because they had appointments, we could give them until 3:15 p.m. to complete the correct applications and still assist them with their appointments. The parents worked diligently within the timeframe they were given, and Alexis remained patient and supportive throughout the process.

There was a considerable amount of information that needed to be added to each application, and one of the children's applications even required the first page to be completely redone. Despite these challenges and the time constraints, Alexis continued to provide guidance and assistance without making the customers feel rushed, frustrated, or like they were an inconvenience.

What makes this interaction especially deserving of recognition is that the customers themselves took the time to send an email praising Alexis and the service they received. They specifically expressed how pleased they were with her patience, assistance, and willingness to help them navigate what could have been a very stressful situation.

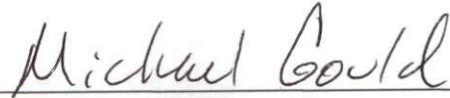
Alexis went above and beyond what was simply required of her as a passport agent. She demonstrated the kind of customer service that leaves a lasting impression and turns a potentially difficult appointment into a positive experience for the customer.

Her ability to remain calm, patient, and helpful while working within a strict timeframe is a true reflection of our commitment to excellent customer service.

Approved by elected official or department head on the 31st day of A u g u s t 2026



Signature of Elected Official
Or Department Head



Printed Name