

**From:** Metz, Robin

**Sent:** Monday, September 10, 2018 10:49 AM

**Subject:** Re: FB shout out - Customer Service Orange Terrace Rec Leader

Britney,

It's the little things we do that have the greatest impact. Thank you for providing superior customer service.

Great job!!

Robin A. Metz

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On Sep 6, 2018, at 3:09 PM, Ochoa, Jessica <[JOchoa@riversideca.gov](mailto:JOchoa@riversideca.gov)> wrote:

LOVE IT BRITNEY! Thank you for your exceptional customer service!

**Jessica Ochoa**

City of Riverside

Parks, Recreation & Community Services

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**From:** Perez, Betty

**Sent:** Thursday, September 06, 2018 2:26 PM

**Subject:** FB shout out - Customer Service

Hello Britney,

I just wanted to thank you for your continuous superb customer service! Please see the attachment.

Thank you!

Betty Perez

City of Riverside

Parks, Recreation and Community Services Department, Recreation Division

Main: 951-826-5858

Direct: 951-826-5920

[RiversideCA.gov](http://RiversideCA.gov)

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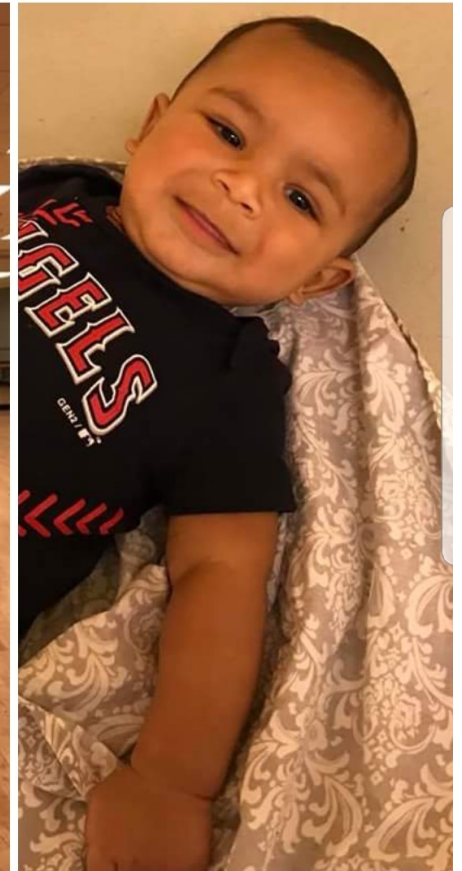
**Gracie Gutierrez** ► What's going on in Orangecrest?

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Yesterday at 10:18 PM • 📷

Wednesday's are always a little crazy for our family, 7 hours of running around town to get his big sister to her practices, this little guy gets tired from not resting properly. Today my last stop of mom duties was at the Orange Terrace Community Center where I was helping make crafts for our football team & this soon to be 6 month old HAD IT! Fussy & exhausted from being in a carseat most of the day, he needed a proper place to rest & nurse comfortably. An absolute amazing staff member of the community center recognized the importance of the baby needing a quiet area (it was a busy night in the center) & graciously opened the dance room so I can have privacy & a quiet area. She offered to close the blinds & brought me a chair inside. This sweet gesture made my night 🧡 As a mom with a crying baby & no free hands, it's moments like this that mean so much. Next time you're at the community center,

please take a moment to high five Britney Parris for a job well done. — at City of Riverside, CA – Riverside Public Library Orange Terrace Branch.



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